



## **Your Member Rights and Responsibilities**

Understanding your rights and responsibilities as a Member helps ensure you get the best possible care when you need it.

As a Member it is your right to:

- Receive information about Community Health Options, its services, its providers, and your rights and responsibilities.
- Be treated with dignity and respect and a right to privacy.
- Participate with providers in decisions regarding your health care.
- Candidly discuss appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- Voice complaints about Community Health Option's services or appeal any denial of benefits.
- Make recommendations regarding the rights and responsibilities policy.

It's your responsibility to:

- Provide, to the extent possible, information that Community Health Options and its providers need in order to best care for you.
- Follow the plans and instructions for care agreed upon with your practitioners.
- Understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.