



Member Rights and Responsibilities

We want you to have the best information and care so you can be healthy.

You have the right to:

- Be treated with respect and dignity.
- Have your personal information be private based on our policies and U.S. law.
- Get information that is easy to understand and in a language you know.
- Know about the way your health benefits work.
- Know about our company, services, and provider network.
- Know about your rights and responsibilities.
- Tell us what you think your rights and responsibilities should be.
- Get care when you need it.
- Talk with your provider about your treatment options - regardless of cost or benefit coverage.
- Decide with your provider what is the best plan for your care.
- Refuse treatment if you want, as allowed by the law.
- Get care without fear of any unnecessary restraint or seclusion.
- Decide who will make medical decisions for you if you cannot make them.
- Have someone speak for you when you talk with Carelon Behavioral Health.
- See or change your medical record, as allowed by our policy and the law.
- Understand your bill.
- Expect reasonable adjustments for disabilities as allowed by law.
- Request a second opinion.
- Tell us your complaints.
- Appeal if you disagree with a decision made by Carelon Behavioral Health about your care.
- Be treated fairly — even if you tell us your thoughts or appeal.

Your role is to:

- Give us and your providers the information needed to help you get the best possible care.
- Follow the health care plan that you agreed on with your health care provider.
- Talk to your provider before changing your treatment plan.
- Understand your health problems as well as you can. Work with your health care providers to make a treatment plan that you all agree on.
- Read all information about your health benefits and ask for help if you have questions.
- Follow all health plan rules and policies.
- Choose an in-network primary care physician, also called a PCP, if your health plan requires it.
- Tell your health plan or Carelon Behavioral Health of any changes to your name, address or insurance.
- Contact your provider when needed, or call 911 if you have any emergency.