



## Member Rights and Responsibilities

### MEMBER RIGHTS

#### Company and Provider Information

- You have the right to receive information about Beacon's services, benefits, practitioners, providers, member rights and responsibilities and clinical guidelines.

#### Respect

- You have the right to be treated with respect, dignity, and privacy regardless of race, gender, veteran status, religion, marital status, national origin, physical disabilities, mental disabilities, age, sexual orientation, or ancestry.
- You have a right to receive information in a manner and format that is understandable and appropriate. You have the right to oral interpretation services free of charge for any Beacon materials in any language.
- You have the right to be free from restraint and seclusion as a means of coercion, discipline, convenience, or retaliation.

#### Member Input

- You have the right to have anyone you choose speak for you in your contacts with Beacon. You have the right to decide who will make medical decisions for you if you cannot make them. You have the right to refuse treatment, to the extent allowed by the law.
- You have the right to be a part of decisions that are made about plans for your care. You have the right to talk with your provider about the best treatment options for your condition, regardless of the cost of such care, or benefit coverage.
- You have the right to obtain information regarding your own treatment record with signed consent in a timely manner and have the right to request an amendment or correction be made to your medical records.
- You have the right to a copy of your rights and responsibilities. You have a right to tell Beacon what you think your rights and responsibilities as a member should be.
- You have the right to exercise these rights without having your treatment adversely affected in any way.

#### Complaints

- You have the right to make complaints (verbally or in writing) about Beacon staff, services or the care given by providers.
- You have a right to appeal if you disagree with a decision made by Beacon about your care. Beacon administers your appeal rights as stipulated under your benefit plan.



### Confidentiality

- You have the right to have all communication regarding your health information kept confidential by Beacon staff and contracted providers and practitioners, to the extent required by law.

### Access to Care, Services, & Benefits

- You have the right to know about covered services, benefits, and decisions about health care payment with your plan, and how to seek these services. You have the right to receive timely care consistent with your need for care.

### Claims and Billing

- You have the right to know the facts about any charge or bill you receive.

## MEMBER RESPONSIBILITIES

- You have the responsibility to provide information, to the best of your ability, that Beacon or your provider may need to plan your treatment.
- You have the responsibility to learn about your condition and work with your provider to develop a plan for your care. You have the responsibility to follow the plans and instructions for care you have agreed to with your provider.
- You are responsible for understanding your benefits, what's covered and what's not covered. You are responsible for understanding that you may be responsible for payment of services you receive that are not included in the Covered Services List for your coverage type.
- You have the responsibility to notify your health plan and/or Beacon and your provider of changes such as address changes, phone number change, or change in insurance.
- If required by your benefit, you are responsible for choosing a primary care provider and site for the coordination of all your medical care.
- You are responsible for contacting your Behavioral Health Provider, if you have one, if you are experiencing a mental health or substance use emergency.