

Know your rights and other helpful information

Member rights

As a member of this health plan, you have the right to:

- Receive information about Anthem, the services we provide, doctors in your plan and your rights and responsibilities. You can find information about Anthem on our website at www.anthem.com/inmedicaid. You can also call Member Services at 1-866-408-6131 (TTY 711).
- Be treated with respect and with due consideration for your dignity and privacy.
- Receive information on available treatment options and alternatives, presented in a way that is right for your condition and that you can understand.
- Know if your doctor takes part in a physician incentive plan through Anthem. Call us to learn more about this.
- Take part in all decisions about your health care. This includes the right to refuse treatment.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in federal laws on the use of restraints and seclusions.
- Request and receive a copy of your medical records. And you may request they be amended or corrected, as stated in state and federal health care privacy laws.
- Have timely access to approved services and medically-necessary care.
- Have honest talks with your doctors about the right treatment for your condition, in spite of the cost.
- Have your health plan, doctors and all of your care providers keep your medical records and health insurance information private.
- Have your problems taken care of fast. (This includes things you think are wrong, as well as issues that have to do with your benefits, payment of services or getting an OK from us.)
- Have access to medical advice from your doctor, either in person or by phone, 24 hours a day, seven days a week. This includes emergency or urgent care.
- Get interpreter services at no charge if you speak a language other than English or if you have hearing, vision or speech loss.
Ask for information and other Anthem materials (letters, newsletters) in other formats. These include Braille, large-size print or audio CD, at no charge to you. Call Member Services at 1-866-408-6131(TTY 711).
- Tell us what you would like to change about your health plan.
- Question a decision we make about the care you got from your doctor. You will not be treated differently if you file a complaint.
- Ask about our quality program and tell us if you would like to see changes made.
- Ask us how we do utilization review and give us ideas on how to change it.
- Know you will not be held liable if your health plan becomes insolvent (bankrupt and cannot pay its bills).
- Know that Anthem, your doctors or your other health care providers cannot treat you differently for these reasons:
 - Your age
 - Your sex
 - Your race
 - Your national origin
 - Your language needs
 - The degree of your illness or health condition