

## Member rights and responsibilities

As an Anthem Blue Cross and Blue Shield member, you have certain rights and responsibilities when it comes to your health care. You also have a responsibility to take an active role in your health care. As your health care partner, we're here to make sure your rights are respected while providing your health care benefits. That also means giving you access to providers in your plan and information you need to make the best decisions for your health and welfare.

### As an Anthem member, you have a right to:

- Ask for an oral interpreter and have one provided to you during any BadgerCare Plus covered service.
- Get the information in the member handbook in another language or format.
- Get health care services as provided for in federal or state law. All covered services must be offered and accessible to you. When medically needed, services must be available 24 hours a day, seven days a week.
- Speak freely and privately with your doctors about all health care options and treatment needed for your condition; no matter the cost or whether it's covered under your plan.
- Work with your doctors in making choices about your health care.
- Be treated with respect and dignity.
- Expect us to keep your personal health information private as long as it follows state and federal laws and our privacy policies.
- Be free from any form of restraint or seclusion used as a means of force, control, convenience or retaliation.
- Get information you need to help you get the most from your health plan, and share your feedback. This includes information on:
  - Our company.
  - Doctors and other health care providers in our plan.
  - Our services.
  - Your rights and responsibilities.
- Make recommendations about our member rights and responsibilities policy.
- Make a complaint or file an appeal about:
  - Your health care plan.
  - Any care you get.
  - Any covered service or benefit ruling your health plan makes.

### As an Anthem member, you have the responsibility to:

- Make or change appointments.
- Get to appointments on time.
- Call your primary care provider (PCP) if you can't make it to your appointment or if you won't be on time.
- Use the emergency room only for true emergencies.
- Pay for any services you ask for that aren't covered by BadgerCare Plus.

- Treat your PCP and other health care providers with respect.
- Give us and your doctors the information we need to help you get the best possible care.
- Do things to help keep you healthy and avoid things that can make you sick.
- Understand your health problems and work with your doctors to make a treatment plan you mutually agree on. Follow the care plan you have agreed on with your doctors.

**Questions?** We're here to help. Call Member Services at **1-855-690-7800 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m. local time.

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