

# MEMBER RIGHTS

## COMPANY INFORMATION

You have the right to know about ValueOptions and how we do business, including:

- Names and titles of staff members
- Services covered by your benefit plan
- How we make decisions about approving payment for treatment
- Your rights and responsibilities as a member

## PROVIDER INFORMATION

You have the right to know about ValueOptions' providers including:

- Clinical licenses
- Specialties
- Addresses, phone numbers, office hours
- Demographic information such as race or gender (if available)

## CONFIDENTIALITY

You have the right to have information about your diagnosis and treatment kept confidential. However, sometimes the law requires ValueOptions to release such information. ValueOptions will only release information to others about your diagnosis and treatment if you, or your legal guardian, sign a form allowing such a release.

## RESPECT

In your interactions with ValueOptions' staff, you have the right to be treated with respect, dignity and privacy.

## MEMBER INPUT

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 tell ValueOptions what you think your rights and responsibilities as a member should be.

## COMPLAINTS & APPEALS

You have the right to make complaints about ValueOptions' staff, services or the care given by providers.

You have a right to appeal if you disagree with a decision made by ValueOptions about your care.

You have the right to have anyone you choose speak for you in your contacts with ValueOptions.

## ACCESS TO CARE, SERVICES & BENEFITS

You have the right to know about covered services and benefits offered under your plan, and how to seek these services.

You have the right to receive timely care consistent with your need for care.

## CLAIMS & BILLING

You have the right to know all the facts about any charge or bill you receive, no matter who is making payment.

# MEMBER RESPONSIBILITIES

You have the responsibility to provide information (including past treatment records) that ValueOptions 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 have the responsibility to help ValueOptions obtain such items as approvals for out of network payment for treatment and referrals.

You have the responsibility to notify ValueOptions and your provider of changes. This includes an address or phone number change.