

Member Rights and Responsibilities

Florida Blue is committed to offering quality health care coverage as well as maintaining the dignity and integrity of our members. Recognizing that service providers are independent contractors and not agents of Florida Blue, we have adopted the member rights and responsibilities below.

Rights

- To be provided with information about Florida Blue/Florida Blue HMO, our services, coverage and benefits, the contracting practitioners and providers delivering care, and members' rights and responsibilities.
- To receive medical care and treatment from contracting providers who have met our credentialing standards.
- To expect health care providers who contract with Florida Blue/Florida Blue HMO to:
 - Discuss appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage; and
 - Permit you to participate in the major decisions about your health care, consistent with legal, ethical, and relevant patient provider relationship requirements.
- To expect courteous service from Florida Blue/Florida Blue HMO and considerate care from contracting providers with respect and concern for your dignity and privacy.
- To voice complaints and/or appeal unfavorable medical or administrative decisions by following the established appeal or grievance procedures found in the Member Handbook or other procedures adopted by Florida Blue/Florida Blue HMO for such purposes.
- To inform contracting providers that you refuse treatment, and to expect to have such providers honor your decision if you choose to accept the responsibility and the consequences of such a decision.
- To have access to your records and to have confidentiality of your medical records maintained in accordance with applicable law.
- To call or write to us at any time with helpful comments, questions and observations whether concerning something you like about our plan or something you feel is a problem area. You also may make recommendations regarding our Florida Blue/Florida Blue HMO members' rights and responsibilities policies. Members may call the number or write to us at the address on their membership card.

Responsibilities

- (HMO only) To seek all non-emergency care through your assigned primary care physicians or a contracting physician and to cooperate with all persons providing your care and treatment.
- To be respectful of the rights, property, comfort, environment and privacy of other individuals and not be disruptive.
- To take responsibility for understanding your health problems and participate in developing mutually agreed upon treatment goals, as best as possible, then following

the plans and instructions of care that you have agreed upon with your Florida Blue provider.

- Provide accurate and complete information concerning your health problems and medical history and to answer all questions truthfully and completely.
- To be financially responsible for any co-payments and non-covered services, and to provide current information concerning your enrollment status to any Florida Blue/Florida Blue HMO-affiliated provider.
- To follow established procedures for filing a grievance concerning medical or administrative decisions that you feel are in error.
- To request records in accordance with Florida Blue/Florida Blue HMO rules and procedures and applicable law.
- To follow the Coverage Access Rules established by Florida Blue/Florida Blue HMO.