

MEDICARE MEMBERS' RIGHTS AND RESPONSIBILITIES STATEMENTS

All Contract and Plan Benefit Package Member Rights and Responsibilities can be located in the Evidence of Coverage for Highmark Wholecare Medicare Assured[®] members under Chapter 8, "Your rights and responsibilities," or on Highmark Wholecare's website at the following web address and selecting the applicable Plan Benefit Package:

[Summary & Evidence of Coverage \(highmarkwholecare.com\)](https://www.highmarkwholecare.com) Chapter 8 of the Evidence of Coverage provides additional details regarding the following Rights and Responsibilities of Highmark Wholecare Medicare Assured[®] members.

Member Rights

As a Highmark Wholecare *Medicare Assured[®]* Member, you have the right to:

1. Receive information from Highmark Wholecare in a way that works for you (in languages other than English, in Braille, in large print, or other alternate formats, etc.)
2. Be treated with respect and dignity.
3. Receive timely access to your covered services and drugs.
4. Have your personal health information kept private and confidential.
5. Receive information from Highmark Wholecare about the Plan, our network of providers, and your covered services, as well as member rights and responsibilities.
6. Have Highmark Wholecare support your right to participate with practitioners in making decisions about your health care.
7. Understand your treatment options and participate in decisions about your healthcare.
8. To give instructions about what is to be done if you are not able to make medical decisions for yourself.
9. To file a complaint and/or to ask Highmark Wholecare to reconsider decisions the Plan has made by filing an appeal, including complaints about the quality of your care.
10. To receive more information about your rights.
11. To make recommendations regarding the organization's Member Rights and Responsibilities policy.
12. Your choice to exercise these rights will not adversely affect the way Highmark Wholecare, its providers, or any state or federal agency will treat you.

Member Responsibilities

As a Highmark Wholecare *Medicare Assured[®]* Member, you have the responsibility to:

1. Get familiar with your covered services and the rules you must follow to get these covered services.
2. Inform Highmark Wholecare if you have any other health insurance coverage or prescription drug coverage in addition to your Highmark Wholecare plan.
3. Tell your doctor and other health care providers that you are enrolled in a Highmark Wholecare plan.
4. Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.
5. To respect the rights of other patients and to act in a way that helps your doctor's office, hospitals, and other offices run smoothly.

6. Pay your Medicare premiums and any applicable copayments or late enrollment penalties.
7. Notify Highmark Wholecare if you move, regardless of whether it is outside or inside of Highmark Wholecare's service area.
8. Call Member Services for help if you have questions or concerns.