

## Your Rights

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

1. Receive information about Blue Cross, its services, its practitioners and providers and member rights and responsibilities
2. Be treated with respect and recognition of your dignity and your right to privacy.
3. Participate with providers in making decisions about your healthcare.
4. A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
5. Voice complaints or appeals about us, or the healthcare the plan provides.
6. Make recommendations regarding our member rights and responsibilities policy.

If you would like to voice a complaint, please call the Customer Service Department number on the back of your ID card.

## Your Responsibilities

As a member of the plan, you have the responsibility to:

1. Supply information (to the extent possible) that we need for payment of your care and your providers need in order to provide care.
2. Follow plans and instructions for care that you have agreed to with your providers and verify through the benefit booklet provided to you the coverage or lack thereof under your plan.
3. Understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

### **SMS Terms and Conditions:**

Coupe Health offers the option for members to receive SMS communications to help them stay informed of important account or benefit-related information, as well as remind members about gaps in care.

Message frequency varies. Message and data rates may apply. Replying STOP will stop all SMS communications. Replying HELP will direct you to a web page with various resources. Carriers are not liable for delayed or undelivered messages.