



Member Rights and Responsibilities

Please refer to your Evidence of Coverage for a complete listing of your rights and responsibilities under the Live360 Health Plan (Cost).

Member Rights:

You have the Right:

- to receive information in a way that works for you (in languages other than English, in Braille, in large print, or other alternate formats, etc.).
- to be treated with fairness, respect and recognition of dignity and the right to privacy at all times.
- to participate with practitioners in making decisions about your health care. We must support your right to make decisions about your care.
- to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- to receive timely access to your covered services.
- to receive information about the Health Plan, its network of providers, rights and responsibilities and your covered services.
- to voice complaints or appeals about the Health Plan or the care it provides.
- to make recommendations regarding the organization's member rights and responsibilities policy
- to receive 60-day notice of provider termination (Illinois members).

Member Responsibilities:

You are expected:

- to become familiar with your covered services and the rules you must follow to get these covered services.
- to tell us if you have any other health insurance coverage in addition to our plan.
- tell your doctor and other health care providers that you are enrolled in our plan.
- to supply information (to the extent possible) to the Health Plan, your doctors and other providers needed in order to provide care.
- to ask questions, follow plans and instructions for care that you have agreed to with your provider.
- to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- to be considerate.
- to pay what you owe.
- to tell us if you move.
- to call Member Services for help if you have questions or concerns.

Medical Associates Health Plan, Inc. complies with applicable Federal Civil Rights Laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Y0045_MAHP 1409 10062020