



## Your Rights and Responsibilities

When you join the Hamaspik Medicare Select plan, you have important rights regarding your health care services. Our plan must honor your rights as a member of the plan, and we take this responsibility very seriously. Your rights as a Hamaspik member include:

- We must provide information in a way that works for you. Sometimes this means we must communicate with you in languages other than English, in Braille, in large print, or other alternate formats, in order to meet your needs.
- We must treat you with fairness and respect at all times.
- We must ensure that you get timely access to your covered services and drugs.
- We must protect the privacy of your personal health information at all times.
- We must give you current and accurate information about the plan, our network of providers, and your covered services.
- We must support your right to make decisions about your care.
- You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself.
- You have the right to make complaints and to ask us to reconsider decisions we have made if you or your doctor disagree with us.

In addition, as a member of the plan, you have important responsibilities. There are important things that you need to do, as a member of the plan. These include:

- Get familiar with your covered services and the rules you must follow to get these covered services. Use your Evidence of Coverage booklet to learn what is covered for you and the rules you need to follow to get your covered services.
- If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us.
- Tell your doctor and other health care providers that you are enrolled in our plan. Show your plan membership card whenever you get your medical care or Part D prescription drugs.
- Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.
- Be considerate. We expect all our members to respect the rights of other patients.
- Pay what you owe. As a plan member, you are responsible for certain payments. Because Hamaspik Medicare Select enrolls individuals who are eligible for both Medicare and Medicaid, your costs are low. But you are required to meet your financial responsibilities in certain circumstances.
- Tell us if you move. If you are going to move, it's important to tell us right away. If you move outside of our plan service area, you cannot remain a member of our plan



- Call Customer Service or help if you have questions or concerns. We also welcome any suggestions you may have for improving our plan.