

## Members Rights & Responsibilities

As a PreferredOne Administrative Services member, you have the following rights and responsibilities:

1. A right to receive information about PreferredOne, its services, its participating providers and your member rights and responsibilities.
2. A right to be treated with respect and recognition of your dignity and right to privacy.
3. A right to participate with participating providers in making decisions about your health care.
4. A right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
5. A right to voice complaints or appeals about PreferredOne or the care it provides.
6. A right to make recommendations regarding PreferredOne's member rights and responsibilities policies.
7. A responsibility to supply information (to the extent possible) that PreferredOne participating providers need in order to provide care.
8. A responsibility to follow plans and instructions for care that you have agreed to with your participating provider.
9. A responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.