

## Members' Rights and Responsibilities

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The delivery of quality health care requires cooperation between patients, their providers and their health care benefit plans. One of the first steps is for patients and providers to understand their rights and responsibilities. Therefore, in line with our commitment to involve the health plan, participating practitioners and members in our system, *Anthem Blue Cross and Blue Shield* has adopted a Members' Rights and Responsibilities statement.

It can be found on our website, under the FAQ question about "Laws and Rights that Protect You." To access, go to [anthem.com](https://www.anthem.com) and select **Provider**. Under the *Provider Resources* heading, select **Policies, Guidelines & Manuals**, and select your state. Under *More Resources*, scroll down to **Member Rights and Responsibilities**. Select the **Read about member rights** link. Practitioners may access the FEP member portal at [www.fepblue.org/memberrights](https://www.fepblue.org/memberrights) to view the FEPDO Member Rights Statement.

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