



An Anthem Company

## NEW YORK Provider Communications

### Members' Rights and Responsibilities

Published: Dec 1, 2019 - Administrative

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, Empire BlueCross BlueShield has adopted a Members' Rights and Responsibilities statement.

It can be found on [empireblue.com/provider](https://empireblue.com/provider) > "Find Resources for New York" > [Provider Home](#) > [Health & Wellness](#) > [Quality Improvement Standards](#) > [Member Rights & Responsibilities](#).

Practitioners may access the FEP member portal at [www.fepblue.org/memberrights](http://www.fepblue.org/memberrights) to view the FEPDO Member Rights Statement.

**URL:** <https://providernews.empireblue.com/article/members-rights-and-responsibilities-8>

**Featured In:**

December 2019 Empire Provider News

Services provided by Empire HealthChoice HMO, Inc. and/or Empire HealthChoice Assurance, Inc. licensees of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans, serving residents and businesses in the 28 eastern and southeastern counties of New York State. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. All external sites will open in a new browser window. Please view our Website Privacy Policy for more information.