

Members' rights and responsibilities statement

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The delivery of quality healthcare 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 has adopted a *Members' Rights and Responsibilities Statement*. You may locate it in the provider manual.

If you need a physical copy of the statement, call us at **1-800-407-4627** (outside L.A. County) or **1-888-285-7801** (inside L.A. County).

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