

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." From there, select "Policies, Guidelines & Manuals" under Provider Resources. Select your state, and scroll down to "Member Rights and Responsibilities" under More Resources. Click the "Read about member rights" link.

Practitioners may access the FEP member portal at fepblue.org/memberrights to view the FEPDO Member Rights Statement.

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