

## 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, Anthem Blue Cross and Blue Shield has adopted a Members' Rights and Responsibilities statement.

It can be found on our Web site. To access, go to the "Provider" home page at [anthem.com](http://anthem.com). From there, select "Provider," > "Providers Overview," select your State, "Find Resources," > then 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.anthem.com/kentucky/article/members-rights-and-responsibilities-9>

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