

Member Rights and Responsibilities

As a Plan Member you have certain rights and responsibilities when receiving your pharmacy benefit. As your pharmacy benefit manager, we want to make sure your rights are respected while providing your pharmacy benefits. That means giving you access to our In-Network Providers and the information you need to make the best decisions for your health. As a Member, you should also take an active role in your care.

You have the right to:

- Speak freely and privately with your health Providers about all health care options and treatment needed for your condition, no matter what the cost or whether it is covered under your pharmacy benefit.
- Work with your Doctors to make choices about your health care.
- Be treated with respect and dignity.
- Expect us to keep your personal health information private by following our privacy policies and state and federal laws.
- Get the information you need to help make sure you get the most from your pharmacy benefit, and share your feedback. This includes information on:
 - Our company and services.
 - Our network of pharmacy Providers.
 - Your rights and responsibilities.
 - The rules of your pharmacy benefit Plan.
 - The way your pharmacy benefit Plan works.
- Make a complaint or file an appeal about:
 - Your pharmacy benefit manager and.
 - Any services you receive.
 - Any Covered Service or benefit decision that your pharmacy benefit Plan makes.
- Say no to pharmacy services, for any condition, sickness or disease, without having an effect on any pharmacy services you may get in the future.
- Get the most up-to-date information about your medicines.

You have the responsibility to:

- Read all information about your pharmacy benefits and ask for help if you have questions.
- Follow all health Plan rules and policies.
- Treat all pharmacists, other health care Providers and staff with respect. Inform your health care Providers and/or pharmacist if you don't understand any type of medication you're getting or how to take your medications as part of your overall care plan.
- Follow the drug therapy regimen that you have agreed on with your health care Providers and as prescribed by your Providers.
- Give your Doctors, pharmacists and other health care Providers the information needed to help you get the best possible care and all the benefits you are eligible for under your health Plan. This may include information about other health insurance benefits you have.
- Inform Member Services if you have any changes to your name, address or family members covered under your Plan.

If you would like more information, have comments, or would like to contact us, please go to www.carelonrx.com. Or call the Member Services number on the back of your ID card.

We want to provide high quality benefits and customer service to our Members. Benefits and coverage for services provided under your Plan are governed by the Plan sponsor's documents, such as Evidence of Coverage, and not by this Member Rights and Responsibilities statement.