

# Capital BLUE

## Condition Management Member Rights and Responsibilities

*You have the right to:*

- Receive education on your rights and responsibilities
- Obtain understandable information about the Condition Management Programs offered by Capital BlueCross, the program staff and the staff's qualifications.
- Decline treatment or services, including participation in Condition Management Programs and services.
- Know which staff member is responsible for managing your Condition Management services and how to request a change in that assignment.
- Be supported by Capital BlueCross in making health care decisions in collaboration with your treating providers.
- Be informed of all condition management-related treatment options included or mentioned in clinical practice guidelines, even if the treatment is not a covered benefit under your health care plan, and to discuss options with treating providers.
- Designate end-of-life and advance care directives as applicable
- Receive prompt answers to any questions you may have on your Condition Management Program and explanation when condition management services are changed or terminated.
- Be treated courteously and respectfully by Capital BlueCross' staff.
- To have your personal identifiable data and health information treated confidentially, including knowledge of the entities that have access to your information and procedures to ensure your security, privacy and confidentiality.
- To equal treatment without discrimination by individual care managers or the Condition Management Programs.
- Communicate complaints to Capital BlueCross Customer Service and receive instructions on how to use the complaint process, including standards and timeliness for responding to and resolving issues of quality and complaints.

CBC\_DM\_Member Rights

**Harrisburg, PA 17177 [capbluecross.com](http://capbluecross.com)**

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