



## Member Rights and Responsibilities

All ABH members must receive a copy of their rights and responsibilities upon initial enrollment into services and then annually thereafter. Rights and Responsibilities provided to members in the ABH must include:

1. The right to receive information about the organization, its providers and practitioners, its services, and the members' rights and responsibilities.
2. The right to be treated with respect and recognition of dignity and right to privacy.
3. The right to participate in decisions about their care.
4. The right to a candid discussion of appropriate or medically necessary treatment options for their condition, regardless of cost or benefit coverage.
5. The right to voice complaints or appeals about their provider, practitioner, or organization, and/or the care provided.
6. The right to make recommendations regarding the organization's member rights and responsibilities policy.

Members Have the Following Responsibilities:

1. To supply information (to the extent possible) that their chosen organization and providers and practitioners need in order to provide care.
2. To follow plans and instructions for care they have agreed upon with their Healthcare practitioners and providers.
3. To understand their health problems and participate in the development of mutually agreed-upon treatment goals, to the degree possible.