Member Rights and Responsibilities

As a member of Blue Advantage, you are entitled to certain rights when you access coverage. You also have certain responsibilities.

Members have the right to:

- Access information about the organization, staff qualifications and any contractual relationships.
- Decline participation or disenroll from programs and services.
- Know who their case manager is and request a change of case manager.
- Be supported by the organization to collaborate on decisions with their practitioners.
- Be informed of case management services that are available, even if a service is not covered, and discuss options with treating practitioners.
- Have personally identifiable data and medical information kept confidential; know what entities have access to their information; and know procedures used by the organization to ensure security, privacy and confidentiality.
- Be treated courteously and respectfully by staff.
- Communicate complaints to the organization and receive instruction on how to use the complaint process, including the organization's standards of timeliness for responding to and resolving complaints and issues of quality.
- Receive information in a form members can understand.

Members have the responsibility to:

- Follow the mutually agreed-on case management plan or notify the case manager if they cannot follow the plan offered by the organization.
- Provide the organization with information necessary to deliver services.
- Notify the organization and their usual care provider if they disenroll from the program.
- Promptly report concerns about the quality of care they receive.
- Keep scheduled case management/coaching appointments or request to reschedule appointments.

Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross Blue Shield Association.