



MEMBER RIGHTS, RESPONSIBILITIES & PROTECTIONS

Both MMM Medicare and Much More and you, as healthcare provider, must honor your patients' rights as members of a Medicare Advantage plan:

- To be treated with respect, consideration, and dignity.
- To be sure that the privacy of their personal health information is protected.
- To know how their health information has been shared and to request a restriction of their health information, as permitted by law.
- To receive information in a way that works for them (in languages other than English, in Braille, in large print, or other alternate formats, etc.)
- To get timely access to their covered services and drugs.
- To receive information about the plan, its network of providers, their insurance coverage and their covered services.
- To select and change providers.
- To receive complete information about their health evaluation, diagnosis, treatment, and prognosis, and participate in decisions about their health care.
- To make complaints and to ask us to reconsider decisions we have made.
- To report discrimination if they believe they are being treated unfairly or their rights are not being respected.
- To give instructions about what is to be done if they are not able to make medical decisions for themselves through establishment of an advance directive or living will.
- To be given the right to make decisions about their care.

They also have some responsibilities as members of a Medicare Advantage plan:

- Getting familiarized with their covered services and the rules they must follow to get these covered services.
- Letting us know if they have any other health insurance coverage or prescription drug coverage in addition to our plan.
- Informing their doctor and other healthcare providers that they are enrolled in our plan.
- Helping their doctors and other providers help them by giving information about their health, all medications including over-the-counter, dietary supplements and allergies or sensitivities, asking questions, and following through on their care.
- Being considerate and respectful.
- As Medicare Advantage plan members, they are responsible for the payment of any applicable premiums, copays, coinsurance, or fees particular to their coverage plan.
- Letting us know if they move.
- If they suspect or experience fraud, waste, abuse, or any misconduct, they must report it to us.
- Calling Member Services for help if they have questions or concerns.
- Letting us know if they have a living will or medical power of attorney.