



GEHA Member Rights and Responsibilities

As a GEHA health plan member, you have certain rights and responsibilities, which are outlined below.

Member rights

- You have the right to receive information from GEHA regarding your benefits and services available under the plan. Please see your plan brochure, available at geha.com/planbrochure.
- You have the right to be treated with respect and dignity.
- You have the right to choose a doctor with whom you feel comfortable talking.
- You have the right to participate in your care.
- You have the right to request additional information regarding anything you do not understand.
- You have the right to refuse to participate in research.
- You have the right to know the credentials of health care providers involved in your medical treatment.
- You have a right to dispute our claims decisions in accordance with the disputed claims process described in the plan brochure.
- You have the right to privacy and confidentiality of your protected health information. A Notice of Privacy Practices, available online at geha.com/npp, outlines how GEHA maintains your privacy under HIPAA regulations, including GEHA's duties, how your protected health information may be used or disclosed, and your rights concerning your health information. It is important that you carefully read the notice to fully understand how GEHA protects your privacy.

Member responsibilities

- You have the responsibility to be informed about your health benefits.
- You have the responsibility to treat those involved in your health care respectfully.
- You have the responsibility to provide complete and accurate information regarding your health, medications, and any allergies or sensitivities. Keep a list of all medicines (including nonprescription medicines and nutritional supplements) and dosage you take, and provide it to your doctor and pharmacist.
- You have the responsibility to follow the agreed upon treatment plan with your provider to the best of your ability.
- You have the responsibility to know when you or a family member is no longer eligible to use your health insurance coverage.
- You have the responsibility to obtain proper authorization required under the Plan for certain services.
- You have the responsibility to pay your health care providers for applicable deductibles, coinsurances, and copayments.
- You have the responsibility to inform your provider about any living will, medical power of attorney or other directive that could affect your care.
- For questions about these rights and responsibilities, or if you want more information about us, call **800.821.6136**, or visit our website at geha.com.