Statement of Member Rights and Responsibilities:

As a Fidelis Care member, you have a right to:

- Receive information about Fidelis Care, our services, our practitioners and providers, and member rights and responsibilities. For more information, please visit the Fidelis Care website at www.fideliscare.org or contact Member Services 24 hours a day, 7 days a week: 1-888-FIDELIS (1-888-343-3547) or fax us at 718-896-6832. TTY users should call 1-800-421-1220.
- Be treated with respect and recognition of your dignity and your right to privacy.
- Have your information remain confidential throughout the Fidelis Care organization. The following are ways Fidelis Care keeps your information confidential:
  - Fidelis Care staff members are prohibited from discussing confidential information in public places, such as elevators or outside of Fidelis Care offices.
  - When discussing your confidential information on the telephone, staff members are required to use appropriate safeguards to confirm they are speaking with someone who has the right to your confidential information.
  - All electronic transmissions contain limited identifiable information and are protected by encryption when sent outside of the organization.
  - Paper documents are stored in secure locked areas and destroyed when no longer needed.
- Participate with practitioners in making decisions about your health care.
- A candid discussion with your practitioners or providers about appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.
- Voice complaints or appeals about Fidelis Care and the care or services we provide. Complaints may be communicated by contacting Member Services 24 hours a day, 7 days a week: 1-888-FIDELIS (1-888-343-3547) or fax us at 718-896-6832. TTY users should call 1-800-421-1220.
- Make recommendations regarding our Member Rights and Responsibilities Policy.

As a Fidelis Care member, you have a responsibility to:

- Supply information (to the extent possible) that Fidelis Care and its practitioners and providers need in order to provide care.
- Follow plans and instructions for care that you have agreed to with your practitioners.
- Understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.