

Statement of Rights and Responsibilities

Evry Health Plan members have the right:

- To be treated with respect and recognition of their dignity and their right to privacy.
- To be treated fairly, whatever your race, religion, gender, ethnic background, disability, source of payment.
- To receive information about the organization, our services, our practitioners, and providers and member rights and responsibilities.
 - For more information, please visit our website at www.evryhealth.com or call member services 1-855-579-EVRY.
- To get information about how and where benefits and services included in, and excluded from, coverage.
- To participate with practitioners in making decisions about their health care.
- To a candid discussion with practitioners and providers about appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.
- To voice complaints or appeals about the organization or the care it provides.
 - Grievances may be communicated by calling member services 1-855-579-EVRY.
- To make recommendations regarding the organization's member rights and responsibilities policy.
- To obtain language assistance through the language assistance line.
 - To access the language assistance line call member services 1-855-579-EVRY.
- To have their treatment and other member information kept private.
 - Only where permitted by law, may records be released without member permission.
- To access timely care in an easy and efficient manner.
- To ask for and have access to your medical records easily despite any visual, hearing, or physical disability
- To release their PHI to family members, friends, or other designated individuals as well as reverse the request at any time
- To have all forms of PHI as secure as possible against unauthorized access and use across the organization.
- To be notified when private health information (PHI) pertaining to work-related medical monitoring, surveillance, or work-related injuries or illnesses are requested/sent to their employer
- Invoke your rights and not have it affect the way the organization and its providers treat you.

Evry Health Plan members have a responsibility:

- To supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- To follow plans and instructions for care that they have agreed to with their practitioners.
- To understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- To share any worries or concerns pertaining to the quality of care received.
- Tell someone if you suspect abuse and fraud using one of the following:
 - Phone: (855) 579-3879 request compliance
 - Email: fraud@evryhealth.com
 - Mail: Evry Healthcare, Inc.
Special Investigations Unit
P.O. Box 571208
Dallas, TX 75357

A copy of this document is available at any time at www.evryhealth.com. It is also available on request by calling general customer service number at 1-855-579-EVRY during regular business hours M-F 9am-5pm CST.