



An Anthem Company

Member Rights and Responsibilities Update

We've added more rights and responsibilities to help you work with your doctors to get the right care. Along with the rights listed in this handbook, you may also:

- Get information about Empire BlueCross BlueShield HealthPlus, our services, policies, procedures and doctors.
- Be told about your rights and responsibilities and make suggestions about them.
- Hear about all available treatment options no matter what your benefits cover or how much it costs.
- Work with your doctor to improve your health.
- Be told if any changes are made to these items.

In addition to the responsibilities listed in this handbook, it is also your responsibility to do these things:

- Give your doctor the correct information about your health.
- Ask questions so you can understand your health conditions and/or treatment options.
- Talk with your doctor about treatment and follow the instructions for care.

Statement of Technology

Empire keeps up with changes in technology to see if they should be part of the benefits in our plans. Our medical director and the doctors in our plans review new medical advances or changes to technology in:

- Behavioral health.
- Devices.
- Medical treatment.
- Prescription drugs.

They also look at scientific findings to see if these new medical advances and treatments:

- Are considered safe and effective by the government.
- Give equal or better outcomes than the treatment or therapy that exists now.

www.empireblue.com/ny

Empire BlueCross BlueShield HealthPlus is the trade name of HealthPlus HP, LLC, an independent licensee of the Blue Cross and Blue Shield Association.