

## PREFERRED ADMINISTRATORS

### MEMBER RIGHTS AND RESPONSIBILITIES

As a Preferred Administrator member, you have certain rights and responsibilities, as outlined below.

#### YOU HAVE THE RIGHT TO:

- Receive medical treatment that is available when you need it and is handled in a way that respects your privacy and dignity.
- You have a right to know how your doctors are paid. The maximum allowable charges will be the maximum amount that we will pay to a particular provider for a particular service. Providers who have contracted with us to provide network services have agreed to accept that amount as a payment in full, writing off the rest of the charge after any applicable deductible, coinsurance, or copayment is paid by the member.
- Get the information you need about your health care plan, including information about services that are covered, and services that are not covered.
- Have access to a current list of providers in the Preferred Administrators Network and have access to information about a particular provider's education, training and practice.
- Have your medical information kept confidential by Preferred Administrators Associates and your health care provider.
- Learn about any care you receive. You should be asked for your consent for all care, unless there is an emergency and your life and health are in serious danger.
- Be heard. Our complaint-handling process is designed to hear and act on your complaint or concern about Preferred Administrators and/or the quality of care you receive.
- Preferred Administrators understands your concerns. We have a 24/7 Customer Support Hotline **915-504-5764** that you can call on any services related issues including scheduling of appointments, concerns, and complaints.

#### YOU HAVE THE RESPONSIBILITY TO:

- Review and understand the information you receive about Preferred Administrators. Please call our Customer Service Helpline when you have questions or concerns at **915-532-3778**. Customer Service representatives are available to assist you from 7:00 am to 5:00 pm.
- Show your Preferred Administrators HealthCare ID card before you receive care.
- Build a comfortable relationship with your practitioner or provider; ask questions about things you don't understand; and provide honest, complete information to the providers caring for you.
- Know what medicine you take, why and how to take it.
- Pay all co-payments, deductibles and coinsurance for which you are responsible, at the time service is rendered.
- Follow up on your bills received from your provider in a timely manner. All claims need to be filed according to their time filing.
- Before you receive services, you should always verify that your provider is still in-network with Preferred Administrators by calling **915-532-3778** from 7:00 am to 5:00 pm.
- Voice your opinions, concerns or complaints to Preferred Administrators.
- Notify your employer University Medical Center Benefits Administrator about any changes in family size, address, phone number or membership status.
- Notify Preferred Administrators if you have other insurance by calling **915-532-3778** from 7:00 am to 5:00 pm.