

# Member Rights



## Member Rights & Responsibilities

## **As a member of our program, we hope you will:**

- Consider and consult with ones prescribing physician; the care advice offered by Patient-Centered Care (PCare) pharmacists
- Provide PCare with information necessary to carry out services
- Notify PCare if one should decide to dis-enroll from the program by calling 1-866-465-2505

## **You have the right to:**

- Have information about PCare, including programs and services provided on behalf of the sponsoring organization, PCare staff, and staff's qualifications and any contractual relationships to include termination of or changes to the program.
- Ability to decline participation or dis-enroll from PCare services at any time by calling PCare at 1-866-465-2505.
- Know which staff members are responsible for managing PCare for the member and from whom to request a change.
- Be supported by PCare to make decision interactively with their practitioners and their treatment plans.
- Be informed of all PCare treatment options included or mentioned in clinical guidelines, whether covered or not by the sponsoring organization, and to discuss these options with the treating practitioner(s).

- Have personal identifiable data and medical information kept confidential; know what entities have access to their information, know procedures used by PCare to ensure privacy and confidentiality.
- Be treated courteously and respectfully by the PCare staff.
- Ability to communicate complaints to PCare and receive instructions on how to use the complaint process, including knowing PCare's standards of timeliness for responding to and resolving issues of quality and complaints.
- Receive information that is understandable
- Have PCare act as a member/participant advocate.

## About Patient-Centered Care

FEP Patient-Centered Care (PCare) is an established Medication Therapy Management (MTM) program that is accredited by URAC and meets the Drug Therapy Management Standards. We are committed to meeting the rigorous standards and providing you with a quality MTM service with each scheduled visit with your clinical pharmacist. PCare is a complimentary service available to all FEP members. Your clinical pharmacist is available to meet with you by phone or video conference to help you better understand your drug therapies, reduce side effects, improve drug therapy outcomes, and help you to reach drug therapy and lifestyle goals.

[About Us](#)

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