

As a patient, you have certain rights to help protect you. At Capital Rx we recognize members' rights and demonstrate respect for your needs through our policies and procedures. To ensure the highest standard of care possible as a Capital Rx member, you should understand your rights and responsibilities as a patient.

PATIENT RIGHTS

You have the right to:

- Receive the appropriate or prescribed services in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference or physical or mental handicap
- Be treated respectfully by Capital Rx personnel, network pharmacy personnel and other healthcare professionals who provide treatment or services for you
- Confidentiality and privacy of your Protected Health Information (PHI); PHI will only be shared for your care, in accordance with state and federal law, or necessary for the administration of your prescription drug benefit. It may also be released to support Capital Rx programs that evaluate quality and service.
- Get information you need about your pharmacy benefit plan to help you make informed decisions about your care including, but not limited to: what is covered, how much you must pay, formulary medications, limitations, prior authorization requirements, pharmacies in the network, mail order benefits, specialty medications, how to file a complaint (grievance) or appeal
- Easily obtain information regardless of any visual, hearing, or physical disability in clear language that you can understand
- Participate in treatment decisions by giving your informed consent for commencement of services, the continuation of services, the transfer of services to another health care provider, or the termination of services
- Share your feedback, concerns or complaints or report errors regarding your prescription drug benefit about your drug plan, the service and or quality of care you receive from Capital Rx, a network provider or other healthcare professionals
- Have your questions about your pharmacy benefit coverage answered

PATIENT RESPONSIBILITIES

You have a responsibility to:

- Respect the rights of anyone providing you care or providing a service
- Give accurate clinical and contact information to Capital Rx and providers
- Notify your physician and/or pharmacist of any potential side effects, adverse reactions or changes in your health status that could affect your treatment
- Notify your benefits administrator as soon as possible about any changes in family size, name, address, phone number, or membership status
- Ask questions about your care, your pharmacy benefits and get clarification if you do not understand any part of your treatment plan
- Review and understand the information you receive about your prescription drug benefit and Capital Rx services
- Provide accurate, complete information to your health care providers, your pharmacy, and your health insurance plan to help you get the most benefit from your prescription drug plan