

Medicare Member Rights and Responsibilities

Your Rights as a Medicare Member

- Access to medically necessary services covered by Medicare.
- Respectful, dignified, and non-discriminatory treatment.
- Clear information about Medicare coverage, rules, and costs in accessible formats.
- The right to appeal denied services or payments.
- The right to file complaints about care or service quality.
- Confidentiality of your personal and medical information.
- The right to choose providers and make decisions about treatment, including refusing care.

Your Responsibilities as a Medicare Member

- Understand and follow the rules of your Medicare plan.
- Show your Medicare card when receiving care.
- Use emergency services only for true emergencies.
- Provide complete and accurate health information to providers.
- Update Medicare with changes to contact information, health status, or coverage.
- Pay premiums, deductibles, copayments, and coinsurance on time.
- Treat healthcare staff and providers with courtesy and respect.
- Learn about your conditions and follow agreed-upon treatment plans.