



Covered Persons Rights & Responsibilities

ProCare Rx strives to help all patients remain healthy. Every ProCare Rx associate is committed to helping its patients by recommending ongoing treatment and care through visits to a certified healthcare professional, whether that is their physician, nurse practitioner, pharmacist or any other licensed professional that can provide care. To that end, we encourage all Covered Persons to participate in the management and choices in their healthcare, while knowing their own rights to the healthcare being provided and assuming responsibilities to manage their own care.

ProCare Rx's Covered Persons are entitled to certain rights and are expected to uphold certain responsibilities related to their own health care. This statement details those rights and explains those responsibilities, designed to enhance the services that we provide to our Covered Persons, as well as ensuring that they receive the most benefits from the services being offered.

Covered Persons Rights:

As a Covered Person using ProCare Rx's services, you have the right:

- To receive information about our prescription services, providers and your rights and responsibilities
- To be treated with respect and courtesy by ProCare Rx's employees at all times
- To be provided with the first name and job title of the specific ProCare Rx staff member with whom you are communicating, as well as the name of their direct supervisor upon request
- To receive easy-to-understand information about the prescriptions you have been prescribed
- To voice complaints and/or concerns about ProCare Rx or the pharmacy services you are being provided
- To request an exception or an appeal for a denied or reduced drug benefit
- To decline participation in or receive notice of termination of any optional clinical pharmacy programs in which you are enrolled
- To have convenient access to your pharmacy benefit through the internet (if provided and supported by your plan), telephone, mail or fax.
- To participate with practitioners in making decisions about your own care
- To hold a candid discussion of appropriate or medically necessary prescription treatment options for your condition(s) regardless of cost or benefit coverage
- To make recommendations regarding this member rights and responsibility policy
- To your privacy and the protection of your PHI and personally identifiable information

Covered Persons Responsibilities:

As a Covered Person using ProCare Rx's services, you have the responsibilities:

- To read all plan prescription program information and instructions provided either by your plan or by ProCare Rx so that you are aware of your plan prescription coverage, plan limitations, copays, and exclusions
- To supply medical information (to the greatest extent possible), including updates, so that ProCare Rx can provide the best prescription care and services
- To pay the copays, co-insurance, deductibles or other amounts due in accordance with the plan benefit designs published by your plan
- To understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible
- To notify your healthcare provider of any clinical programs in which you are enrolled