

**Provider Bulletin**  
**May 19, 2010**

**How to Locate Members' Rights and Responsibilities**

The purpose of this provider bulletin is to tell new and existing practitioners and their patients where they can find the most up-to-date member rights and responsibilities.

Providers can locate this information in the online Provider Operations Manual, which can be found by following these steps:

1. Visit **www.BlueChoiceSCMedicaid.com**.
2. Click **Providers**.
3. Click **Resources**.
4. Click **Provider Operations Manual**.
5. In the PDF, scroll or use the bookmark feature to find the chapter **Member Rights and Responsibilities**, currently Chapter 12 in the online Provider Operations Manual.

Providers can also locate the members' rights and responsibilities information in the Member Handbook, accessible by following these steps:

1. Visit **www.BlueChoiceSCMedicaid.com**.
2. Click **Providers**.
3. Click **Benefits & Services**.
4. Click **Member Handbook**.
5. In the PDF, scroll or use the search feature to find **Your Health Care Rights and Responsibilities**, currently Part 14 of the online Member Handbook.

Members can locate the information by following these steps:

1. Visit **www.BlueChoiceSCMedicaid.com**.
2. Click **Members**.
3. Click **Benefits & Services**.
4. Click **Member Handbook**.
5. In the PDF, scroll or use the search feature to find **Your Health Care Rights and Responsibilities**, currently Part 14 of the online Member Handbook.

BlueChoice HealthPlan Medicaid participants receive a copy of the Member Handbook at the time of enrollment.

For providers who have questions, please contact our Customer Care Center at **1-866-757-8286**, Monday to Friday, 8 a.m. to 6 p.m.

Members may call **1-866-781-5094**, or use our TTY line at **1-866-773-9634**, Monday to Friday, 8 a.m. to 6 p.m.