

Member Rights and Responsibilities

Patients' Rights are part of PharmPix's philosophy. PharmPix, through its policies and practices, demonstrates respect for patients' need for: confidentiality, privacy, security, access to services, resolution of complaints, and effective communication. As a PharmPix member, you have certain rights and responsibilities, as outlined below.

You have the right to:

- Receive pharmacy benefit services that are available when you need them and are handled in a way that respects your privacy and dignity.
- Get the information you need about your pharmacy benefit plan. This includes information about services that are covered, services that are not covered and any costs that you will be responsible for paying.
- Have access to a current list of pharmacies in the PharmPix pharmacy network.
- Have your medical information kept confidential by PharmPix employees. Medical information will only be released when it's required for your care, required by law, or necessary for the administration of your prescription drug benefit. It may also be released to support PharmPix's programs that evaluate quality and service.
- Participate in a partnership between your physician, your pharmacy, and PharmPix to provide you with the highest level of medical care at the best value.
- Voice your feedback, concerns or complaints or report errors regarding your prescription drug benefit. We welcome your input and want to hear and act on this information with a polite and quick response. Ensuring quality and safe care, correcting errors, and preventing future issues are top priorities. Simply call the Customer Care number on your ID card containing pharmacy information for support.

You have the responsibility to:

- Review and understand the information you receive about your prescription drug benefit and how to use PharmPix services. Please visit www.mibeneficiodefarmacia.com or call the PharmPix Call Center when you have questions or concerns.
- Keep informed of changes to the coverage level of your medications.
- Pay all co-payments, deductibles and coinsurance for which you are responsible, at the time prescriptions are obtained.
- Present your ID card each time you receive prescriptions.
- Understand your health condition(s). Work with your health care providers to develop treatment goals that you both agree upon.
- Provide accurate, complete information to your health care providers, your pharmacy, and your health insurance plan. This will help you get the most benefit from your prescription drug plan.
- Know what medicine(s) you take. Also know why and how to use the medication.
- Notify your benefits administrator as soon as possible about any changes in family size, name, address, phone number, or membership status.
- Report any wrongdoing or health care fraud to your health insurance plan, PharmPix or the appropriate authorities.

