

HIGHMARK

Member's Rights and Responsibilities

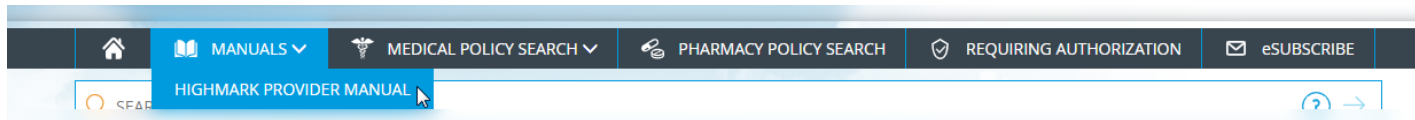
MEMBER'S RIGHTS AND RESPONSIBILITIES

Highmark will treat members in a manner that respects their rights, and will clearly communicate our expectations of members' responsibilities to members, practitioners and plan staff to promote effective health care, maintain a mutually respectful relationship with our members, and enhance cooperation among members, practitioners and the plan.

MEMBER'S RIGHTS AND RESPONSIBILITIES

As a provider, access to this information is available through the Provider Manual. In order to access the manual, visit the Provider Resource Center via NaviNet or www.highmark.com and select the provider tab at the top right corner for your region specific site.

Once on the Provider Resource Center, hover over the Manuals quick link on the top menu panel and click on Highmark Provider Manual.



On the Provider Manual page, expand Chapter 1 by using the **VIEW MORE +** button and click on [Unit 5: Member Rights and Responsibilities](#).