

WEST VIRGINIA FAMILY HEALTH

Member's Rights and Responsibilities

Updated December 2014

MEMBER'S RIGHTS AND RESPONSIBILITIES

West Virginia Family Health 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 Plan Central or www.highmarkbcbswv.com and select the provider tab.

Once on the Provider Resource Center, select Administrative Reference Material from the left hand navigation panel. Then locate the link for the Provider Manual and review Chapter 16.

Additional questions may be directed toward your provider relations representative.

MEMBER'S RIGHTS AND RESPONSIBILITIES

Provider RESOURCE CENTER



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Provider Manual

This manual is updated quarterly as needed for Highmark Blue Cross Blue Shield West Virginia Providers.

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