

BILL OF RIGHTS

AS A GUARDIAN INSURED, YOU HAVE THE RIGHT TO:

- Have a candid discussion with your practitioner about appropriate or medically necessary treatment options for your condition.
- File a complaint and expect a response to that complaint within a reasonable period of time.
- Be informed by your doctor of your diagnosis, treatment choices – including non-treatment – and prognosis in terms you can reasonably expect to understand.
- Receive information about your Guardian plan, its services and benefits you may be eligible for, and its providers.
- For complaints, you have the right to direct questions to the Office of Licensure and Certification, Virginia Department of Health at:

9960 Mayland Drive, Suite 401
Richmond, VA 23233

Telephone: 804-367-2104 (Richmond Metro Area)
800-955-1819

Fax: 804-527-4503

E-mail: mchip@vdh.virginia.gov

AS A GUARDIAN INSURED, YOU HAVE THE RESPONSIBILITY TO:

- Give Guardian and your health care provider complete, accurate information necessary to access your care.
- Pay all copayments for which you are responsible, at the time service is rendered.
- Notify Guardian as soon as possible about any changes in family size, address, phone number or membership status.