



Statement of Member Rights

MedCents is committed to preserving and respecting member rights. Below is our statement recognizing member rights and protections.

1. Members have the right to receive accurate, easily understood information about MedCents, the services we provide, and how to contact us regarding concerns about MedCents services or networks.
2. Members have the right to be treated with respect and recognition of their dignity and the right to privacy. This right includes protecting the confidentiality of medical and other personal information. It also includes members' rights to review their medical and personal information on file at MedCents, as required by applicable state and federal law.
3. Members have the right to communicate with providers in making decisions about their healthcare without interference from MedCents.
4. Members have the right to register complaints about MedCents.
5. Members have the right to receive healthcare services without discrimination.

MedCents uses its best efforts to assure that all members are afforded these rights. If you feel that your rights as a member have not been met, you may voice your concern through the MedCents complaint resolution process. To begin the complaint resolution process, kindly document the complaint in writing and send it to:

MedCents

Attn: Corporate Quality Management
1250 E. Copeland Road, Suite 1200
Arlington, TX 76011