

## STATEMENT OF PATIENT RIGHTS

Zelis respects patient rights and strives to protect those rights. Our Network providers are expected to support and act in accordance with these rights.

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1. Patients have the right to receive easily understood information in their primary language, regarding Zelis and our services, the providers in our networks, their rights as patients including how to contact us regarding concerns or complaints about Zelis services or networks. Zelis representatives are able to assist patients should they have additional questions or not understand the services provided by Zelis.
2. Patients have the right to privacy and to be treated with respect. This right includes the confidentiality of medical and other personal information. It also includes patients' rights to review their medical and personal information on file at Zelis, as required by applicable state and federal law.
3. Patients have the right to communicate with providers and make decisions about their healthcare without interference from Zelis.
4. Patients have the right to register complaints about Zelis' services or any, determinations, or care provided by a Zelis Network provider. This includes the right to have complaints addressed in a timely manner through formal procedures.
5. Patients have the right to a choice of healthcare providers from the Zelis consistent with the terms of their health benefit plans and applicable state and federal law.
6. Patients have the right to receive healthcare services without discrimination. Zelis Network providers are prohibited by contract from discriminating against patients in the provision of healthcare services due to certain member characteristics, and are required to render such services to all patients in the same manner, with the same standards, and the same availability as offered to the Network provider's other patients.

Zelis uses its best efforts to protect these rights. If you feel that your rights as a patient have not been met, you may contact Zelis through the complaint resolution process. The complaint resolution process is the formal mechanism by which Zelis addresses patients' concerns about their health care from our Network providers. To begin the complaint resolution process, kindly document the complaint in writing and send it to:

**Zelis Healthcare Network Solutions**  
2 Concourse Parkway  
Suite 300  
Atlanta, GA 30328  
*ATTN: Member Services*