

Tips for Making your Managed Care Company Work Successfully for You

- 1.) **Read your Membership Handbook to become familiar with the services, as well as your rights and responsibilities.**
- 2.) **Put your membership card in your wallet or where you can find it when you need it.**
- 3.) **Find out how to contact your Managed Care Company.**
- 4.) **Call with any questions or concerns you may have. A Member Service Representative will assist you. Phones answer 24 hours a day, 7 days a week, even on holidays.**
- 5.) **Learn the difference between a complaint and a grievance.**
- 6.) **Become familiar with the process for filing a complaint or grievance. You may ask for help to do this.**
- 7.) **Complete a Consumer/Family Satisfaction Survey. This lets you tell the company what you like or do not like about your services without any harmful consequences.**
- 8.) **ASK QUESTIONS! ASK QUESTIONS! ASK QUESTIONS!**

