[Plan should utilize the below table to auto-populate key terms throughout the document, using the following steps:

1. Update the values for each of the data fields in the table below by highlighting the text (including the angle brackets (< >)) and typing in the appropriate value.
2. Press Ctrl+A to select all text in the main document sections.
3. Press F9 to update the field references. If a box appears asking to update the Table of Contents, select “Update entire table” and press OK
4. Double click on the header. Press Ctrl+A to select all header text.
5. Press F9 to update the field references in the header.
6. If the header does not populate throughout the document, steps 5 and 6 should be repeated for each header section in the document.
7. Double click on the footer, and press Ctrl+A to select all footer text.
8. Press F9 to update the field references in the footer.
9. If the footer does not populate throughout the document, steps 8 and 9 should be repeated for each footer section in the document.

|  |  |
| --- | --- |
| **Data Field (bookmarkName)** | **Value** |
| Plan name (planName) | <plan name> |
| Toll-free Number (tollFreeNumber) | <toll free number> |
| Days and hours of operation (daysAndHoursOfOperation) | <days and hours of operation> |
| Web Address (webAddress) | <web address> |
| Name of plan members (memberName) | Member |

*Note: Plan should be cognizant of grammar and capitalization and review the document to ensure the populated bookmarks appear appropriately throughout.*

*If an error message appears in the document indicating that the source could not be found (shown below), a bookmark may have been deleted.*

C:\Users\570630\AppData\Local\Temp\msohtmlclip1\02\clip_image001.jpg

*To recreate a bookmark, the plan should use the following steps:*

1. *Highlight the value that is not updating.*
2. *On the Insert ribbon tab, in the Links group, select Bookmark.*
3. *Enter the bookmark name in parentheses after the data field name.*
4. *Follow the steps above to update the bookmarks.*]

Chapter 11: Legal notices

[**Note**: You may include other legal notices, such as a notice of member non-liability, a notice about third-party liability, or a nondiscrimination notice under Section 1557 of the Affordable Care Act. Such notices may be added only if they conform to Medicare laws and regulations.]

[The plan should refer members to other parts of the handbook using the appropriate chapter number, section, and/or page number. For example, "see Chapter 9, Section A, page 1."   
An instruction [plan may insert reference, as applicable] is listed next to each cross reference throughout the handbook.]

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# Notice about laws

Many laws apply to this *Member Handbook*. These laws may affect your rights and responsibilities even if the laws are not included or explained in this handbook. The main laws that apply to this handbook are federal laws about the Medicare and Medicaid programs. Other federal and state laws may apply too.

# Notice about nondiscrimination

Every company or agency that works with Medicare and Medicaid must obey the law. You cannot be treated differently because of your age, claims experience, color, creed, ethnicity, evidence of insurability, gender, genetic information, geographic location, health status, medical history, mental or physical disability, national origin, race, religion, or sex. In addition, you cannot be treated differently because of your health care appeals, behavior, gender identity, gender expression, mental ability, receipt of health care, sexual orientation, or use of health care services.

If you think that you have not been treated fairly for any of these reasons, call the Department of Health and Human Services, Office for Civil Rights at 1-800-368-1019. TTY users should call 1-800-537-7697. You can visit http://www.hhs.gov/ocr for more information.

You can also call your local Office for Civil Rights.

* Rhode Island Commission for Human Rights at 1-401-222-2661. TTY users should call 1-401-222-2664.
* Rhode Island Department of Human Services Community Relations Liaison Officer at 1-401-415-8216. TTY users should call 1-401-462-6239 or 711.

# Notice about Medicare as a second payer

Sometimes someone else has to pay first for the services we provide you. For example, if you are in a car accident or if you are injured at work, insurance or Workers Compensation has to pay first.

We have the right and responsibility to collect for covered Medicare services for which Medicare is not the first payer.