[*The below table has been created to auto-populate key terms throughout the document. For proper function, use of Microsoft 2007 or later is required. If using a previous version of Word, follow the instructions below for removing the bookmark table and related instructions.*

***Populating the bookmark table.*** *To populate the table and auto-populate the terms throughout the document, use the following steps:*

1. *Update the values for each of the data fields in the table below by highlighting the text between the carets (< >) and typing the appropriate value. After entering the value, delete the carets.*
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.*
10. *To correct any issues with the Table of Contents, right-click on any line of the Table of Contents, ensuring that the whole table is highlighted in light gray, then click “Update Fields” followed by “Update entire table.”*

| **Data Field (bookmarkName)** | **Value** |
| --- | --- |
| Plan name (planName) | <plan name> |
| Toll-free Number (tollFreeNumber) | <toll free number> |
| TTY Number (ttynumber) | <TTY 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 pay attention to grammar and capitalization and review the document to ensure the populated bookmarks appear appropriately throughout.*

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

error icon

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

1. *In the document, highlight the value that is not updating or the error message.*
2. *On the Insert ribbon tab, in the Links group, select Bookmark.*
3. *Find and select the bookmark name (found within parentheses next to the data field name in the bookmark table above) from the available list and click “Add.”*
4. *If the value does not appear in the list, enter the bookmark name exactly as written in the bookmark table into the “Bookmark name” field and press “Add.”*
5. *Return to the instructions found before the bookmark table, beginning at Step 2, to update the bookmarks throughout the document.*
6. *Repeat steps 1-5 for each additional value showing an error in the document.*

***Moving a tagged field.*** *To move a tagged field to another location within the document, use the following steps:*

1. *Highlight the entire tagged field and any surrounding text you want to move or copy and press Ctrl+C to make a copy, leaving the original in place, or Ctrl+X to move the field, removing the original.*
2. *Place the cursor where the copied text should begin, and press Ctrl+V.*
3. *Ensure the field has remained intact by placing the cursor anywhere within the field. The entire field should have a light gray background.*
4. *If the field’s background is not light gray, press Ctrl+Z to undo the previous steps.*
5. *Repeat the previous steps, being careful to highlight the entire field before pressing either Ctrl+C or Ctrl+X.*

***Removing the bookmark table and related instructions.*** *Oversight and monitoring entities (such as MMCO or individual states) must* ***not*** *remove the bookmark table or any of the relevant plan instructions even after they have entered values. Instead, the MMP should utilize the following instructions to remove the bookmark table and plan instructions only after all information has been entered and the document is final or if the MMP chooses to manually populate the document:*

1. *Convert tagged fields into untagged text.*
   1. *Select all text within the body of the document by placing the cursor anywhere in the document and pressing Ctrl+A.*
   2. *Press Ctrl+F9 to convert all tagged fields in the main body of the document to untagged text.*
      1. *Note: After this step, changes made to the bookmarks will not update the tagged fields in the main body of the document.*
   3. *Double click within the header and press Ctrl+A to highlight all header text.*
   4. *Press Ctrl+F9 to convert all tagged fields in the header to untagged text. Steps c and d should be repeated for each header section in the document* 
      1. *Note: After this step, changes made to the bookmarks will not update the tagged fields in the document’s header.*
   5. *Double click within the footer and press Ctrl+A to highlight all footer text.*
   6. *Press Ctrl+F9 to convert all tagged fields in the footer to untagged text. Steps e and f should be repeated for each footer section in the document.*
      1. *Note: After this step, changes made to the bookmarks will not update the tagged fields in the document’s footer.*
2. *Delete all plan instruction pages prior, including these instructions and the bookmark table.*
3. *Ensure that all text generated from the recently converted tagged fields has remained intact in the header, footer, and main body of the document.*]

Chapter 11: Legal notices

**Introduction**

This chapter includes legal notices that apply to your membership in <plan name>. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook*.

[**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.]

[Plan must update the Table of Contents to this document to accurately reflect where the information is found on each page after plan adds plan-customized information to this template.]

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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 laws that protect you from discrimination or unfair treatment. We don’t discriminate or treat you differently because of your age, claims experience, color, ethnicity, evidence of insurability, gender, genetic information, geographic location within the service area, 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 want more information or have concerns about discrimination or unfair treatment:

* Call the Department of Health and Human Services, Office for Civil Rights at 1-800-368-1019. TTY users can 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.

If you have a disability and need help accessing health care services or a provider, call Member Services. If you have a complaint, such as a problem with wheelchair access, Member Services can help.

# 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.