



Disease Management and Case Management Program Information Patient Rights and Expectations

We would like you to know about our program. Our program can help you learn to better control your health condition or have a healthy baby.

Here are a few things to know about our program:

- You/your child were identified by your doctor or by your claims as having a condition we could help with. If you or your child does not have a condition needing help, please call us at the number below.
- Our programs provide coordinated health care interventions and information for people with specific health conditions. We follow evidence-based guidelines. Our programs focus on helping you to improve your health, together with your physicians and other practitioners. We can help you to effectively manage your condition through taking medication, monitoring of vital signs and healthful diet, exercise and other lifestyle choices.
- You have the right to know of all treatment options included or mentioned in clinical guidelines, even if a treatment is not covered, and work with you to discuss options with your doctors
- Staff will:
 - support you to make health care decisions in communication with your doctors;
 - keep your information private, tell you who has access to your information, and tell you how we ensure security, privacy and confidentiality;
 - treat you with courtesy and respect
 - provide information you can understand
- Staff: All program activities are performed or supervised by qualified professionals including social workers and registered nurses. Non-clinical staff follow approved procedures to gather information and give out preprinted health information. A specific staff member will be assigned to work with you/your child. You will be provided with the person's name, title, and contact information. If you decide you would like to change to another staff person, please call 1-844-337-7144 or TTY: 1-877-200-2326.
- We contract with MP CareSolutions, Beacon, and Progeny to provide healthcare support to some of our members.
- You can decide not to enroll or to stop participating in our programs or services at any time. Please contact us at 1-844-337-7144 or TTY: 1-877-200-2326 to let us know.
- For complaints, please call 1-844-337-7144 or TTY: 1-877-200-2326. We will respond to and resolve issues of quality and complaints within 14 business days.
- We protect the privacy of your Protected Health Information through policies, procedures, safeguards, security devices, and staff training. We share it only with those involved in your care or as required by law. We are prohibited by law or customer contract from giving out or using your Protected Health Information for any other reason than to provide health support services. Any and all uses of your Protected Health Information will be done in accordance with federal and state laws and regulations, including the Privacy Rules.
- We will not market or advertise products to you. Our disease management/case management services are free to you. We do not make money from any companies that may market or advertise products or services to you.
- If you would like copies of any of the following information, please call us:
 - Recommended treatment plan



- Testing, treatment and adherence data
- Comorbidities and other health conditions
- Depression screening results
- Results of assessment of relevant patient health behaviors
- Results of assessment of relevant patient psychosocial issues
- If you want information in other languages, please call us 1-844-337-7144 or TTY: 1-877-200-2326.

To use the program:

- Please look for information that we will be sending you in the mail. We may also call you to see if we can help you learn how to better control your condition or have a healthy baby
- If you get a survey from us, please return it to us in the prepaid envelope. This will help us to serve you better.

In order for us to help you/your child, we need you to:

- Follow our advice
- Give us information so we can help you
- Tell your doctor and us if you decide not to enroll or stop participating in the program.

Please call us for more information or if you have questions.

Call us at 1-844-337-7144 or TTY: 1-877-200-2326.

You can call Monday-Friday between 8:00am and 4:30pm.

Select "0" if you reach voice mail and need to talk to someone quickly.

If you are experiencing an emergency, call your doctor or 911 right away.