

EHP Coordinated Care Program

Participant Rights & Responsibilities

The Employee Health Plan's coordinated care (disease management) programs help members with chronic conditions manage these and their overall health through diet and fitness, setting goals, monitoring progress and preventing complications.

Plan members who participate in these programs have certain expectations—or rights—as well as responsibilities, and these are outlined below.

If you have any questions about your rights and responsibilities as a program participant – or about any aspect of these programs – please contact the Employee Health Plan Medical Management Department at 216.986.1050 or toll free at 888.246.6648.

Your rights:

- To know the purpose of the program(s) you are participating in, and to understand how it (they) work.
- The Coordinated Care Program(s) will share your personally identifiable health information **only** in accordance with state and federal law.
- To know your care coordinator's or case manager's name, title and how to contact him/her.
- To know that calls with your care coordinator or case manager will be recorded for training and quality assurance purposes.
- To speak to your care coordinator or case manager's supervisor at any time.
- To receive accurate and timely information from the coordinated care program.
- To receive information about any changes to the coordinated care program –including its termination.
- To stop participating in a program and revoke your consent to have your personally identifiable health information shared at any time.

Your responsibilities:

- Give accurate information about the state of your health to your care coordinator or case manager.
- Report changes in your health status to your care coordinator or case manager in a timely way.
- Respond to outreach attempts of the care coordination team.
- Complete and send in any forms that are necessary to participate in the coordinated care program in a timely way.
- Actively participate in modifying lifestyle behaviors that will help you improve or maintain your health and wellbeing.