

## Case Management Rights and Expectations

You have certain rights when you choose to receive case management from CMO, Montefiore Care Management (CMO). There are also some expectations for you to know about. .

Your rights are:

1. You have a right to receive information about CMO, the services that your health plan has contracted to provide for you, the qualifications of CMO case managers or other employees and any other contractual relationships the CMO has with your health plan or your medical care providers.
2. You have the right to choose to participate in case management. You also have the right to stop participating.
3. You have the right to know your case manager's name, and to ask for a different case manager.
4. You have the right to help and support from your case manager, including assisting you work with your medical providers on decisions about your care.
5. You have the right to be told about all case management services available to you, even if those services are not covered by your health plan, and to discuss your choice of case management services with your doctor or other medical providers.
6. You have a right to have the CMO keep your personal health information confidential. You have a right to know who has access to your information and to know how the CMO protects your privacy and confidentiality.
7. You have a right to be treated with courtesy and respect by all CMO employees.
8. You have a right to tell us if you are not happy with the CMO and to learn how to use the complaint process. You have a right to know how quickly the CMO will respond to your complaints and how the CMO handles complaints or concerns about quality.
9. You have the right to get information that is easy to understand, including in your preferred language.

When you choose to participate with case management from the CMO, you are also expected to help us by:

1. Working with your case manager to create a care plan that you both agree on, and to follow the plan or to tell your case manager if there is a reason you are not able to follow it.
2. Telling your case manager information needed to help you.
3. Letting your case manager and your usual primary care doctor know if you choose to stop participating in case management.