

Client Rights & Responsibilities

In the course of care, a client has both rights and responsibilities. Clients have the right to:

- Be treated with respect and recognition of their dignity and right to privacy
- Receive care that is considerate and respects their personal values and belief system
- Personal privacy and confidentiality of information
- Receive information about their managed care company's services, practitioners, clinical guidelines, quality improvement program and patient rights and responsibilities
- Reasonable access to care, regardless of their race, religion, gender, sexual orientation, ethnicity, age or disability
- Participate in an informed way in the decision making process regarding their treatment planning
- Discuss with their treating professionals appropriate or medically necessary treatment options for their condition regardless of cost or benefit coverage
- Have family members participate in treatment planning and if over the age of 12 to participate in such planning
- Individualized treatment, including
 - Adequate and humane services regardless of the source(s) of financial support
 - Provision of services within the least restrictive environment possible
 - An individualized treatment or program plan
 - Periodic review of the treatment or program plan
 - An adequate number of competent, qualified and experienced professional clinical staff to supervise and carry out the treatment or program plan
- Participate in the consideration of ethical issues that arise in the provision of care and services
- Designate a surrogate decision maker if they are incapable of understanding a proposed treatment or procedure or are unable to communicate their wishes regarding care
- Be informed, along with my family, of my rights in a language I/we understand
- Voice complaints or appeals about their managed care company, provider of care or privacy practices
- Make recommendations regarding their managed care company's rights and responsibilities policies
- Be informed of rules and regulations concerning their own conduct
- Be informed of the reason for any utilization management adverse determination including the specific utilization review criteria or benefits provision used in the determination
- Have utilization management decisions based on appropriateness of care.
- Request access to their Protected Health Information (PHI) or other records that are in the possession of their managed care company
- Request to inspect and obtain a copy of their PHI, to amend their PHI or to restrict the use of their PHI, and to receive an accounting of disclosures of PHI

Patients are responsible for:

- Providing (to the extent possible) their treating clinician and managed care company with information needed in order to receive appropriate care
- Following plans and instructions for care that they have agreed on with their treating clinician
- Understanding their health problems and participating, to the degree possible, in developing, with their treating clinician, mutually agreed upon treatment goals