

DISEASE MANAGEMENT PARTICIPANT RIGHTS AND RESPONSIBILITIES

Health Plan enrollees who participate in disease management programs have certain rights specifically associated with the disease management services that they receive. Participants also have specific responsibilities for cooperating with those who assist them with disease management.

PARTICIPANT RIGHTS

- Upon request, you may have access to information about the health plan's disease management programs and services, (including programs and services provided by a vendor on behalf of the healthplan) and the program's staff and staff's qualifications and any contractual relationships.
- You may decline participation or disenroll (opt out) from disease management programs.
- You have the right to know which staff members are responsible for managing disease management services for the individual patient and from whom to request a staff change.
- You will receive support from the health plan in making decisions with your treating physicians and health care professionals regarding health care.
- You have a right to information, in an understandable form, about all disease management-related treatment options included in clinical practice guidelines and whether or not they are covered under your benefit plan. You are encouraged to discuss treatment options with your treating practitioners.
- Your personal identifiable data and medical information will be kept confidential in accordance with applicable law. You have a right to know who has access to your information and what procedures are in place to ensure your privacy and confidentiality.
- You will be treated privately, with courtesy and respect.
- You have a right to file a complaint or grievance according to the procedure as set forth in the appropriate benefit plan documents if you experience a problem with any service, physician or health care professional, or with the organization. This includes knowing what the timeframes are for responding to and resolving any issues and complaints. Call the number on the back of your ID card.
- You may have the organization act as a patient advocate.

PARTICIPANT RESPONSIBILITIES

- Provide, to the extent possible, information needed by professional staff in order to provide disease management services for you.
- Follow instructions, advice, and guidelines agreed upon with those providing your healthcare and disease management services. The instructions may include, but are not limited to, the following:
 - Follow exercise and dietary guidelines
 - Daily monitoring (ex: blood glucose monitoring, peak flow readings, blood pressure) as prescribed.
 - Consistent use of prescribed medications
 - Schedule and keep follow-up appointments
 - Obtain recommended screenings according to the disease-specific standards of care.
 - Have a primary physician that plans and coordinates your care.
 - Know the goals and targets you have agreed to with your physician; know your current status in order to make lifestyle modifications to meet those goals and targets.
 - Actively participate in your disease management program by following prescribed treatments and recommendations, reading and applying written and verbal information provided to you, and giving feedback to the disease management staff and your treating physician regarding your progress.
 - Notify the organization and your treating physician if you decide to disenroll from the disease management program.

If you do not want to participate in disease management programs, have questions about any of your Rights and Responsibilities, or feel you have been incorrectly placed in a disease management program, please call toll-free 1-877-608-2200 (9:00 a.m.-5:00 p.m. Monday through Friday to speak to a person or you may leave a voice mail 24 hours/day-7 days/week)

If you have an urgent situation that is not a medical emergency call the number for your health plan on the back of your Medical Benefit ID Card.

If you have a medical emergency, you should contact your physician and/or call emergency services for assistance (9-1-1).

You can find more information about Disease Management Programs on our Web site at www.ineticare.com or you may email us at nursing@ineticare.com. If you have any complaints or concerns about any aspect of our programs, please contact us at quality@ineticare.com.