

OptumCare Case Management Services

An important relationship that may lead to better health. Know your rights and your role.

Your Rights:

The OptumCare Case Management program pledges to help you get care and information so that you can take charge of your health.

You Have the right to:

- Know about our program and services and all we have to offer, including our staff and their credentials, and any business relationships we have.
- Work with your doctor to make health care choices and have our support.
- Know about treatment options, even if a treatment is not covered, and talk about those choices with your doctor.
- Get information that's easy to understand. If you don't speak English, or if you have a physical or mental disability, we'll provide support so that you can make informed health care decisions.
- Know about all Case Management services available, even if a service is not covered, and to discuss options with treating providers.
- Have your personal information kept private and know how we protect your privacy.
- Know who can see your information.
- Be treated with courtesy and respect by our staff.
- Know which staff members are managing and monitoring your illness, and how you can make a change.
- Choose not to take part in our program and in any part of your care plan. You may quit the program at any time. You can do this by calling me to let me know of your decision.
- Know about any changes in our program services or termination of our services.
- Know how to file complaints, how we respond to and work out issues, and how long it will take.

- If you wish to provide feedback or file a complaint, you have a few options. You can discuss this directly with your Case Manager. You can also call and ask for our Quality Management Department at 1-505-232-1600. We aim to have complaints resolved within 5 calendar days.

Your role:

Know what to do if you feel your rights have been violated, or you have been treated improperly. We're here to support the relationship and treatment plan you have set up with your doctor.

As part of your commitment to our program and services – and to your health – your role is to:

- Follow the plan you made with your Case manager. Tell your Case Manager if you can't follow your plan or if you would like to change it.
- Follow your doctor's directions about your illness. Talk with your doctor before changing your treatment plan.
- Give us the information we need to provide you with the tools and services you might need.
- Let your doctor and OptumCare know if you choose to quit our program.
- Tell us when you are in the hospital, when your medications change or when you get a new doctor.

Call your doctor when needed. **Call 911 if you have an emergency.** Your OptumCare Registered Nurse Case Manager will explain your choices and ask for your input in your Case Management plan.