

## CASE MANAGEMENT BILL OF RIGHTS

1. You have the right to know about choices you can make regarding your health services.
2. You have the right to be treated with courtesy and respect.
3. You have the right to receive information from us that you understand. This information will help you, your doctor and your case manager make decisions together.
4. You have the right to get information in writing about Case Management services covered by Blue Cross and Blue Shield of Kansas Medicare Advantage plan.
5. You have the right to have input into your Case Management plan. You have the right to ask us for details about the case management plan created for you.
6. You have the right to have input into your care needs when you move from one health care provider or setting to another.
7. You have the right to know what services will be provided and how you will work together with your case manager.
8. You have the right to say no to treatment or services, including services offered by Case Management. You also have the right to know what it means to your benefits or health outcomes if you say no.
9. You have the right to direct your care related to any end-of-life decisions and/or advance care directives.
10. You have the right for your medical records to be private. We will only share your records with health care providers assisting with your care; when required by law; or paying your claims.
11. If you cannot make your own decisions, you have the right to tell us who should make decisions for you. This person could be a family member, caregiver, or someone else that you have legally authorized. You will need to complete an authorized representative form to do that.
12. You have the right to tell us we may share your personal information with the person you have picked to help you make decisions. You must fill out an authorized representative form.

13. You and/or your authorized representative have the right to know about actions, decisions and suggestions made by your case manager. This may include review of your care plan and coordination of care with providers or other health care team members. Communication may occur through telephone calls, letters and/or email.
14. You have the right to be notified when and told why Case Management services are started, changed or ended.
15. You have the right to express a concern or complaint. You may do so by calling the manager of the Case Management department or other person most appropriate to deal with your issue by calling 1-800-432-0216 ext. 7635. You may also e-mail at [CMManagers@bcbsks.com](mailto:CMManagers@bcbsks.com).