



Case Management Program Member Rights and Responsibilities

CCM's Case Management Program recognizes the following rights and responsibilities of participating members including:

1. Members' right to access CCM services.
2. Members' right to have personally identifiable health information shared by the Case Manager only in accordance with state and federal law.
3. Members' right to have input in the case management plan.
4. Members' right to refuse services, including case management services without jeopardizing benefit eligibility and/or health outcomes.
5. Members' right to end of life and advanced care directives as applicable.
6. Members' right to obtain information regarding CCM's criteria for case closure.
7. Members' right to receive notification and the rationale when case management services are changed or terminated.
8. Members' right to alternative approaches when the member, family and/or caregiver are unable to fully participate in the assessment phase.
9. Members' right to submit complaints and/or appeals when applicable.

We welcome you to contact us at 1 (800) 541-7403 if you have any questions about our Case Management Program.