



THE CLIENT'S RIGHTS AND RESPONSIBILITIES

Clients have the right to:

- Be treated with dignity and respect.
- Fair treatment. This is regardless of their race, religion, gender, ethnicity, age, disability, or source of payment.
- Have treatment and other member information kept private.
- Only in an emergency, or if required by law, can records be released without clients permission.
- Information from staff/providers in a language they can understand.
- Have an easy to understand explanation of their condition and treatment.
- Know all about their treatment choices. This would mean no matter of the cost or if they are covered or not.
- Get information about their insurance services and their role in the treatment process.
- Information about providers.
- Know the clinical guidelines used in providing and/or managing their care.
- Provide input for insurance policies and services.
- Know about complaint, grievance and appeal process.
- Know about State and Federal laws that relate to their rights and responsibilities.
- Know of their rights and responsibilities in the treatment process
- Share in the formation of their plan of care.

Members responsibilities:

- To give providers information they need. This is so they can deliver the best possible care.
- Let their provider know when the treatment plan no longer works for them.
- To follow their medication plan. They must tell their provider about medication changes, including medications given to them by other providers.
- To treat those giving them care with dignity and respect.
- Should not take actions that could harm the lives of insurance employees, providers, or other members.
- To keep their appointments. Clients should call their providers as soon as possible if they need to cancel visits.
- To ask their providers questions about their care. This is so they can understand their care and their role in that care.
- To let their provider know about problems with paying fees.
- To follow the plans and instructions for their care.

I have read and understand the above rights and responsibilities:

Patient signature: _____