



**Case Management
Consumer Bill of Rights & Responsibilities**

Consumers receiving Case Management Services have the right to the following:

1. The right to be treated with dignity and respect and to have problems or questions addressed and resolved in a timely manner;
2. The right to file an appeal or grievance with First MCO via the complaint process which is included in the introductory packet; grievances may be filed via phone, email, fax or First MCO Website
3. The right to have medical, financial and personal information treated in a confidential manner and released only as necessary to authorized persons; only information relevant to the workers' comp claim will be released to TPA/adjuster, and to the employer
4. The right to receive appropriate and quality medical care and case management services that are subject to accepted medical or nursing standards of care without regard to age, race, color, creed, physical disability, national origin, sex, sexual preference, or source of payment;
5. The right to be told in advance of receiving care about the services that will be provided, who will provide the service, identity of the responsible Payer of services, other choices that are available, and the consequences of these choices, including the consequences of refusing these services;
6. The right to participate in and have control over the plan of care to the greatest extent possible as mandated by jurisdictional law and policy limits;
7. The right to refuse treatment or services, including case management services and the implications of such refusal relating to benefit eligibility and or health outcomes;
8. The right to self-direction and choice in lifestyle as long as this does not create an unacceptable risk to health as it relates to the case management services being provided;
9. The right to alternative approaches when the consumer and/or family is unable to participate in the assessment phase of the case management process;
10. The use of end of life and advanced care directives by FirstMCO, as applicable; and guidance to resources to assist with this process
11. The right to obtain information, in writing, regarding FirstMCO criteria for surgery, case closure and be notified of any change in service, termination of service or discharge from case management services. All written correspondence shall be sent to consumer within two days of change in service.

Consumers receiving Case Management Services are responsible for the following:

1. Be honest in reporting facts regarding your present injury, including prior hospitalizations, surgeries, treatments, accurate health history, current symptoms and anything else about your health that would assist in your case management;
2. Attend appointments on the days and times they are scheduled and follow the treatment plan recommended by the practitioner primarily responsible for your care;
3. Take responsibility for requesting additional information or clarification about health status or treatment when the current information or instructions are not understood;
4. Accept the responsibility of your actions if you refuse treatment or do not follow your practitioner's instructions;
5. Report unexpected changes in your condition to the doctor and case manager.