

## Patient Bill of Rights and Expectations

As a member of the COPC Senior Care Advantage Care Management Program you have the right to:

- Maintain the privacy of your health information and safeguards for confidentiality
- Receive information in a language and method you can understand and read
- Participate in decisions about your health care with the care manager and your health care providers
- Be informed of all services available to you even if they are not covered by your insurance
- Have access to information about the organization, programs and staff qualifications
- Allow someone to act on your behalf
- Execute advance medical directives to be noted (including living will or medical power of attorney) by your health care provider
- Provide an avenue to express a complaint about the services you receive
- File a complaint without fear of retaliation
- Receive case management services with respect and without discrimination
- Be treated with courtesy and respect by the care manager
- Offer input into your care plan with your care manager
- Receive a copy of your care management care plan by request
- Receive notification if your care management services are changed or terminated
- Refuse or voluntarily stop participating in the care management services
- Request a different care manager by calling 614-259-0286

As a member of the COPC Senior Care Advantage Care Management Program we ask that you:

- Follow the agreed upon care management plan or notify the care manager if you cannot follow the plan
- Provide the care manager with information necessary to deliver services
- Inform the care manager and your health care provider if you choose to stop participating in the program