



Health Home Member Rights and Responsibilities

When you are enrolled as a participant in the Health Home Program through the CHHUNY network of Care Management Agencies, we want you to know you are partner in the care management process. We want you to know your rights as well as your specific responsibilities that will help you to achieve a positive outcome.

Your Rights:

- You have a right to be treated with dignity and respect.
- You have the right to fair treatment regardless of race, ethnicity, creed, religious belief, sexual orientation, gender identity, disabilities, age and or health status.
- You have a right to keep your information private; CHHUNY will only release information to those parties who you authorize for care management purposes.
- You have the right to speak openly and candidly with your care manager about your choices and care plan objectives and goals.
- You have the right to share in developing your plan of care.
- You have the right to culturally competent service provision.
- You have the right to information about CHHUNY, contracted care management providers, services available and the role of the care management provider in the care management process.
- You have the right to know about advocacy and community groups and prevention services.
- You have a right to freely file a complaint, grievance, or appeal, and to learn how to do so
 - **CHHUNY Complaint Line: 1-855-209-1142**
- You have the right to about laws that relate to your rights and responsibilities.
- You have a right to know the rights and responsibilities in the care management process.

Your Responsibilities:

- You have the responsibility to treat those providing you with care management with dignity and respect.
- You have the responsibility to give your care manager the information needed in order to provide you with the best possible care management.
- You have the responsibility to openly ask questions about your care management with your care manager.
- You have the responsibility to help develop and follow the agreed upon plan of care and to speak up if you feel the plan of care is no longer working for you and needs to be changed.
- You have the responsibility to tell your care manager when there are changes that impact your plan of care, including medication changes.
- You have the responsibility to keep your appointments and to notify the care manager or any treatment providers ahead of time if you need to cancel an appointment.
 - For High/Medium Acuity members, this includes attending a monthly face-to-face visit.
- You have the responsibility not to take actions that could harm others.
- You have the responsibility to report fraud or abuse to your care manager or to CHHUNY or to the New York State Department of Health.
- You have the responsibility to openly report concerns about the quality of service you receive.
- You have the responsibility to let the care manager know about any changes to your contact information, including name, address, phone number, etc. or any changes to your Medicaid coverage that you may become aware of.
- You have the right and responsibility to understand and help develop plans and goals to improve your health/life status.