

We provide case management services to eligible patients who have complex health care needs. Case managers are registered nurses or licensed clinical social workers.

Case managers work closely with your doctor and help you:

- understand your health conditions, medicines and other treatments
- make a plan to manage your health so you can be as healthy as possible
- coordinate care with your doctors and other care givers
- get referrals to health services and community resources

Services that may be available to you include:

- Nutrition Counseling
- Pharmacy Services
- In-home Paramedic Services
- In-home Social Health Services
- 24 hours, 7 days a week access to a nurse line (844-346-9421)
- Referrals to nurses, social workers and dietitians who work in your doctor's office
- Assistance with scheduling appointments
- Assistance with medical appointment transportation
- Direct access to a skilled nursing home (for Medicare NGACO only)
- Community service referrals through NCCARES360
- Healthwise® patient education
- Beacon program for patients and families experiencing interpersonal abuse

### **Patient Rights and Responsibilities**

**As a patient you have the right to:**

1. Be treated courteously and respectfully by all staff.
2. Get information about the programs and services available to you.
3. Be informed about all case management services available, even if a service is not covered by your health insurance.
4. Discuss care options with your doctors and other care providers.
5. Know who your case manager is and their qualifications.
6. Decline or stop case management services at any time.

7. Have your personal health information kept confidential.
8. Know how your personal health information is kept confidential. The Notice of Privacy Practice is available in both English and Spanish at:
  - a. English <https://www.unhealthcare.org/app/files/public/169/Notice-of-Privacy-Practice.pdf>
  - b. Spanish <https://www.unhealthcare.org/app/files/public/170/Aviso-de-Practicas-Privadas.pdf>
9. Receive understandable information.
10. Submit a complaint about your case manager by calling 984-215-4056. All complaints are investigated, and we will contact you about your concern within 7 days.
11. Request a new case manager by calling 984-215-4056.

**Patients have the responsibility to:**

1. Follow the case management plan you agreed to or tell your case manager if you cannot follow the plan.
2. Give your case manager any needed information to provide you with services.
3. Tell your case manager if you want to stop case management services.
4. Provide your case manager with other non-medical issues that affect your health (such as difficulty accessing food, housing, transportation or other factors)
5. Tell your case manager about your ability or willingness to:
  - self-manage illness or problems
  - engage in activities that maintain your health and improve your functioning
  - be involved in your treatment and diagnostic choices
  - collaborate with all of your providers
  - to navigate the healthcare system