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## Patient Bill of Rights

Case managers respect the wishes of patients and their families and recognize that all patients have the right to:

- Have information disclosed regarding why the service choices were chosen for their care.
- Offer input into the case management plan for their care.
- Refuse treatment or services, including case management.
- Have end-of-life and advance care directives honored by our case management organization.
- Be informed of the criteria used for closing cases.
- Be notified when case management services are changed or stopped and why.
- Receive a full case management assessment for services even if the patient or family cannot fully participate in the initial assessment process.

Case managers will tell patients about these rights at the beginning of a case and uphold them at all times during the management of the case. All patients will receive a written copy of these rights within five days of case opening.



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## Case Management

Help to get the health services you need



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[www.MyHealthToolkitFL.com](http://www.MyHealthToolkitFL.com)

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When you're dealing with difficult health issues, you face some tough decisions. It can help to have your own personal case manager ... a registered nurse who not only cares about what you're going through, but can make sure you get the answers and services you need.

### *About case management*

This free program connects you with a case manager who knows about your situation and health problems. Case managers are registered nurses, so they have insight and knowledge about a range of medical conditions. If you have questions about your condition and the treatments you are receiving, they can help you get answers. But patients often need information about other things as well. For example, as you deal with your illness or injury, you might need special equipment to help with a disability, transportation to medical appointments, groceries from a local food bank or assistance paying your utility bills. These are some of the needs your case manager can help you with.

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### *Is case management for you?*

Case management can be especially helpful for members who experience:

- Frequent hospitalization
  - Long-term illness
  - Extensive home health care
  - Life-threatening illness
  - Effects of traumatic injury
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### *An advocate who's on your side*

When a person is dealing with serious illness or injury, it can be stressful for the whole family. Sometimes it's hard to know the right questions to ask, let alone find all the answers. You might be uncertain about which health goals are realistic for you now, or how to make the most of your health insurance benefits. Your case manager can help you work through these issues. Your health is the case manager's top priority. Case managers have experience at connecting patients with the resources and information they need.

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### *More about the case manager's role*

Your case manager does not take the place of your doctor. But he or she can work with your health care providers and make sure your concerns are addressed. Sometimes getting the right services takes planning and coordination, and case managers help with that. You don't have to worry about going through these challenging times alone. Also, as a medical professional, your case manager will respect your privacy by keeping details of your treatment confidential.

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### *It's your choice*

This is a voluntary program. You can choose whether or not to have a case manager and you can withdraw from the program any time.

- **Signing up:** If you would like to try case management, just call the customer service number on the back of your insurance card and ask to speak to a case manager. You may opt out of the program at any time by notifying your case manager. If you have a problem or complaint, feel free to call the case management supervisor at 800-868-2500.
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