

Additional information about member rights and responsibilities is included in the Partnership Program Evidence of Coverage booklet or the Community Family Care Member Handbook.

Community Health Partnership, a Program of Partnership Health Plan, Inc. & Community Family Care are programs associated with Community Health Partnership, Inc.



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MEMBER RIGHTS



A Guide for Members associated with Community Health Partnership, a Program of Partnership Health Plan, Inc. and Community Family Care



CHP Member Rights and Responsibilities

As a CHP member, you have...

- A right to participate with your Care Management Team to determine your personal outcomes and identify your plan of care and services to meet those outcomes
- A right to receive information about Community Health Partnership, Inc., its services, its practitioners and providers and member rights and responsibilities
- A right to be treated with respect and recognition of your dignity and right to privacy
- A right to participate with practitioners in making decisions about your health care
- A right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage
- A right to voice complaints or appeals about the organization or the care it provides
- A right to make recommendations regarding the organization's member rights and responsibilities policy
- A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care
- A responsibility to follow plans and instructions for care that you have agreed to with your practitioners
- A responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible



CHP Member Advocate

The *CHP Member Advocate* provides support for all members in understanding their rights and responsibilities. The Member Advocate also informs members of Grievance and Appeals procedures available to them as well as options available for members to express their opinions and concerns.

The CHP Member Advocate can also help member's fill out the necessary forms or paperwork to grieve or appeal a decision. Community Health Partnership, Inc. is committed to treating members in a manner that is respectful of their rights and has written expectations of member responsibilities.

Care Management Teams associated with either of our programs: **Community Health Partnership, a program of Partnership Health Plan, Inc.** or **Community Family Care** work with the member to develop member-centered care plans that support the member's needs and individual outcomes.



CHP Grievance and Appeals Coordinator

The Grievance and Appeals Coordinator is the point of contact for submitting a Grievance or Appeal. The Coordinator will also:

- Set up the Grievance and/or Appeal Hearing with the member.
- Explain the Grievance and Appeals meeting process to the member.
- Gather documentation on the member's Grievance and Appeal and then share this information with the member and the committee prior to the hearing.
- Contact the member with the resolution and additional rights.
- Upon request; give the member external Grievance and Appeals options.



Record Privacy and Access

Your treatment information must be kept confidential. Your records cannot be released without your consent, unless the law specifically allows for it.

You can ask to see your records. If you believe something in your records is not correct, you can challenge its accuracy. You can also add a statement of your own version to your records.

The *CHP Member Advocate, CHP Grievance and Appeals Coordinator, or the CHP Compliance Officer* can be contacted at 1-800-842-1814.

- *Community Health Partnership encourages members to work with their care management team first on any denial or reduction of an item and/or service.*
- *Members have the right to have all information regarding Grievances and Appeals maintained in a confidential manner.*
- *Members have the right to be free from discrimination when they exercise their right to file a Grievance or Appeal.*

Member Advocacy Contact Information:

Community Health Partnership, Inc. Member Advocate:
1-800-842-1814

Disability Rights Wisconsin:
1-877-338-3724

The Wisconsin Board on Aging and Long-Term Care:
1-800-815-0015

County Aging & Disability Resource Centers (ADRC):

Chippewa County
(715) 726-7777

Dunn County
(715) 232-4006

Eau Claire County
(715) 839-4735

Pierce County
(715) 273-6780

St. Croix County
(715) 381-4360