

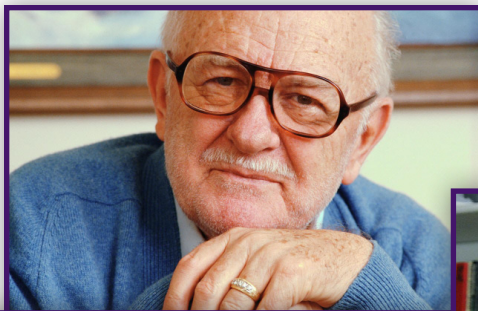
Record Privacy and Access

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 (*Ages 18-59*)

1-877-338-3724

THE WISCONSIN BOARD ON AGING
AND LONG-TERM CARE (*Age 60+*)

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

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.



2240 EastRidge Center
Eau Claire, WI 54701
Voice/TTY: 715-838-2900
Toll Free: 800-842-1814

www.communityhealthpartnership.com

MEMBER RIGHTS



CHP Member Rights and Responsibilities

As a CHP member, you have the right to:

- Be treated with respect and with due considerations for your dignity and privacy
- Receive information on available treatment options and alternatives, in a manner appropriate to your condition and ability to understand
- Participate in decisions regarding health and long-term care, including the right to refuse treatment and the right to request a second opinion
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- Request and receive your medical records and question any information that does not appear accurate and request changes or corrections to those records

In addition, members have a right to the following:

- Freedom from unlawful discrimination in applying for or receiving the benefit
- Accuracy and confidentiality of your information
- Prompt eligibility, entitlement, and cost-sharing decisions and assistance
- Access to personal, program, and service system information
- Choice to enroll in CHP, if eligible, and to disenroll on request
- Information about and access to all services of the Department, Resource Centers, and CHP to the extent that you are eligible for such services
- Support in understanding your rights and responsibilities related to Family Care or Partnership
- Services identified in your member-centered plan (MCP)

- Support from CHP in all of the following:
 - Self-identifying outcomes and long-term care needs
 - Securing information regarding all services and supports potentially available to you through the benefit
 - Actively participating in planning individualized services and making reasonable service and provider choices for supporting identified outcomes
 - Monitoring and minimizing situations where a conflict of interest may exist due to others having a possible benefit from a particular decision
- Being informed of your external Grievance and Appeals options
- Exercising your rights, and being assured that using those rights does not adversely affect the way CHP and its providers treat you

CHP Member Responsibilities

1. **Responsibilities Related to Individual Outcomes**

You are responsible to participate in your comprehensive assessment and member-centered plan in order to identify your strengths and personal outcomes.

2. **Responsibilities Related to Overall Quality Improvement**

You are responsible to participate in evaluating the overall quality of your services and CHP through completing member surveys and/or participating in interviews or evaluations provided by CHP, the Department, or its external quality review organizations.

Your participation in the Grievance and Appeal process will also help us to evaluate the quality of our services and supports.

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 CHP's 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 pertaining to the member's Grievance and/or 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.