

**GPA HealthWatch:
Disease Management Program
Consumer Rights and Responsibilities**



Your Rights

- Upon request, program participants have access to information about the organization's disease management program philosophy and services.
- Participants may decline participation or opt out from disease management programs by contacting the Group and Pension Administrators, Inc. (GPA) disease management department at 1-800-827-7223.
- Participants have the right to know which GPA personnel are responsible for managing disease management services for the individual Participant, including their job title. They also have the right to speak to a supervisor of the staff member if requested.
- Participants will receive support from the health plan in making decisions with their treating practitioners regarding health care.
- Participants have the right to information, in an understandable form, about all disease management-related treatment options included in clinical practice guidelines and decision support tools, whether or not they are covered under the Participant's benefit plan, and are encouraged to discuss treatment options with their treating practitioners.
- Participants have the right to receive accurate information from the disease management program.
- Participants have the right to have personally identifiable health information shared by the disease management program only in accordance with state and federal law. Participants will be treated privately, with courtesy and respect.
- Participants have the right to fully participate in all decisions related to their health care. Participants who are unable to fully participate have the right to be represented by parents, guardians, family Participants or others as designated.
- Participants have the right to receive information regarding changes in or termination of our disease management services.
- Participants have the right to decline participation, revoke consent, or terminate participation at any time in our disease management services.
- Participants have the right to file a complaint or grievance according to the procedure as set forth in the appropriate benefit plan documents if they experience a problem with any service, provider, or with the organization.
- Participants may have the organization act as a patient advocate.

Your Responsibilities

- Provide information needed by GPA personnel in order to provide disease management services for the Participant, including submission of any forms necessary for program participation, to extend required by law.
- Give accurate clinical and contact information and to notify the disease management program of changes in this information.
- Follow instructions, advice, and guidelines agreed upon with those providing the Participant's health care and disease management services. The instructions may include but are not limited to the following:
 - Follow exercise and dietary prescriptions
 - Daily monitoring (e.g., blood glucose monitoring, peak flow readings, blood pressure) as prescribed
 - Consistent use of prescribed medications
 - Schedule and keep follow-up appointments
 - Obtain recommended screenings according to the disease-specific standards of care
 - Have a primary care provider that plans and coordinates care
 - Know the goals and targets agreed to with the physician; know current status in order to make lifestyle modifications to meet those goals and targets
 - Actively participate in the disease management program by following prescribed treatments and recommendations, reading and applying written and verbal information provided to the Participant, and giving feedback to the disease management staff and treating practitioner regarding the Participant's progress
- The Participant is responsible for notifying the treating practitioner of their enrollment in the program and if he or she decides to dis-enroll (opt out) in the disease management program.
- Inform all practitioners providing care of treatments and recommendations the Participant is receiving from other practitioners.
- Notify treating health care providers, as applicable, about participation in the disease management program and share program materials.
- Make a good-faith effort to maximize healthy habits, such as exercising, not smoking, and eating a healthy diet.
- Abide by the administrative and operational procedures of our disease management services.
- Participants have the responsibility to contact appropriate healthcare and emergency response professionals in the case of an emergency.