

GPA HealthWatch:

Nurse Navigator Program

Consumer Rights and Responsibilities

Your Rights

- To be treated with dignity and respect, without discrimination; and to receive accurate information in a timely manner by a courteous staff who are held to a high professional standard.
- To be certain that your medical records and information about your care are treated as private and protected according to the law.
- To be informed about the Nurse Navigator process outlining the ways in which Nurse Navigator can be an advocate for your health.
- To be provided, upon request, an explanation of their benefits per health plan.
- To initiate a complaint by emailing nursenavigator@gpatpa.com anytime or verbally by contacting GPA Member Services at Local Phone: 972.238.7900 or Toll Free Phone: 800.827.7223 during posted hours of operation.

Your Responsibilities

- To provide complete and accurate information regarding past illnesses, hospitalizations, medications, and other related health history.
- To treat the Nurse Navigator staff with respect and dignity.
- To understand the services and benefits covered by your health plan.
- To file a complaint when you have concerns with your Nurse Navigator experience.
- To contact appropriate healthcare and emergency response professionals in the case of an emergency.