

# Utilization Management 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 notification process and the proposed course of treatment or procedure requested by the physician; and for the utilization management to be an advocate for your health.
- To be provided, upon request, an explanation of their benefits per health plan.
- To be given the right to request and understand the clinical tools used to approve, modify, or deny requested health care services.
- To be advised on how to file a complaint.
- To be informed of the process of how to file an appeal with your health plan.

### *Your Responsibilities*

- To provide complete and accurate information regarding past illnesses, hospitalizations, medications, and other related health history.
- To treat the utilization management 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 utilization management experience.
- To contact appropriate healthcare and emergency response professionals in the case of an emergency.