

MEMBER RIGHTS & RESPONSIBILITIES

Member Rights

- I have the right to be treated with dignity, respect, and cultural humility.
- I have the right to receive services without discrimination.
- I have the right to a Lead Care Manager who helps coordinate my care.
- I have the right to participate in creating and updating my Care Plan.
- I have the right to set my own goals and choose which services I want.
- I have the right to accept or decline any service at any time.
- I have the right to privacy and confidentiality of my information.
- I have the right to receive information in my preferred language and format.
- I have the right to file a grievance or appeal without retaliation.
- I have the right to after-hours support for urgent needs.
- I have the right to receive ECM and Community Supports at no cost.

Member Responsibilities

- I am responsible for sharing honest information so my care team can support me.
- I am responsible for participating in creating and updating my Care Plan.
- I am responsible for notifying my care team if my needs or contact information change.
- I am responsible for attending appointments or requesting reschedule.
- I am responsible for treating staff and other members with respect.
- I am responsible for using services safely and appropriately.
- I am responsible for reporting concerns or changes that may affect my care.

LEAD CARE MANAGER RESPONSIBILITIES

- Provide person-centered, trauma-informed support that respects the member's culture, identity, and preferences.
- Coordinate care across medical, behavioral health, social services, housing, and community providers.
- Complete a comprehensive assessment and develop a Care Plan with the members.
- Ensure warm handoffs and closed-loop referrals for all services.
- Support the members during transitions, including hospital discharge, incarceration release, homelessness, or foster care changes.
- Communicate regularly with the member and adjust the Care Plan as needs change.
- Help the members understand their benefits, rights, and available services.
- Maintain confidentiality and protect the members' information.
- Document all contacts, updates, and care coordination activities accurately and in a timely manner.
- Advocate for the member and help remove barriers to care.

ACKNOWLEDGMENT

The member was asked if they would like a copy of this document.

Accepted a copy

Declined a copy