

## HEALTH DIALOG MEMBER RIGHTS AND RESPONSIBILITIES

All Health Dialog Members have a right to:

- Be treated with courtesy and respect by our staff
- Request information about programs, services, staff and contractual associations
- Expect that Health Dialog will protect the privacy of your personal health information and only share information as required by federal and state privacy laws
- Communicate complaints to the organization and receive instructions on how to use the complaint process, including the organization's standards of timeliness for responding to and resolving issues of quality and complaints
- Access Health Dialog clinical staff who can help you learn more about your condition, treatment options, healthy choices, community resources and how to handle a potential health emergency
- Have Health Dialog staff introduce themselves to you by their first name and title
- Make recommendations for consideration about your preferences as a consumer
- Access services, regardless of sex, age, sexual orientation, ethnicity, national origin, religion, genetic information, disability or source of payment
- Receive current information that you understand according to your needs

And a responsibility to:

- Read all material received from your health plan and Health Dialog to become familiar with your benefits and available services
- Know how to access Health Dialog services
- Treat Health Dialog staff with the respect and courtesy that you would expect for yourself
- Provide accurate clinical and contact information to the clinical staff
- Learn about your recommended interventions, including the limitations and risks

Members enrolled in one of our medication or disease state management programs have additional rights to:

- Decline participation, revoke consent or disenroll from programs or services at any point in time
- Expect that the same health coach will follow up as agreed upon to provide information and support; however, you can always talk to a different health coach 24 hours a day by calling the main phone number
- Know about the philosophy and characteristics of the program and services in which you are enrolled
- Receive administrative information regarding changes in or termination of the program and services in which you are enrolled
- Know the identity of the staff member of the program and their job title and to speak with their supervisor if requested or a change is needed
- Be supported by Health Dialog to make healthcare decisions interactively with your practitioners
- Be informed of all treatment options included or mentioned in clinical guidelines, even if a treatment is not covered, and to discuss options with treating practitioners

- Make informed, shared decisions about your healthcare and health-related goals, including all treatment options included or mentioned in clinical guidelines (regardless of benefits coverage) and how these treatment options relate to your goals
- Learn and understand how to work together with your providers and obtain decision support when making treatment decisions
- Have Health Dialog act as an advocate to provide education, support and up-to-date health information

And additional responsibilities to:

- Submit any forms that are necessary to participate in the program, to the extent required by law
- Notify Health Dialog of any changes to your clinical or contact information
- Notify your treating provider(s) of your participation or disenrollment in Health Dialog programs, if applicable