

CCWNC Patient Rights and Responsibilities

CCWNC is committed to telling patients (and/or their caregiver) of his/her Patient Rights and Responsibilities so they will better understand what they are entitled to and what is expected of them while enrolled in a CCWNC Care Management program.

Rights:

Patients enrolled in a CCWNC Care Management program have a Right to:

1. Ask for information about CCWNC programs and services.
2. Be given information that is easy to understand.
3. Ask about CCWNC staff and their education and training.
4. Ask for information about CCWNC contracts.
5. Make a choice not to join in programs and services offered by CCWNC.
6. Make a choice to stop a program or service offered by CCWNC.
7. Be given information about your CCWNC Care Manager and know who to ask if a change is needed.
8. Have CCWNC staff support choices you make about your healthcare and to make decisions with your care team
9. Be given information about all care management services open to you, even if a service is not paid for by your health insurance and to discuss choices with your doctors, care managers and other care team members.
10. Have your personal recognizable information and medical information kept private.
11. Be told who has access to your information.
12. Know how CCWNC protects security, privacy and confidentiality of information.
13. For more information about privacy and security of your information, patients (and/or caregivers) should get a copy of the North Carolina Division of Medical Assistance Privacy Practices.
<http://info.dhhs.state.nc.us/olm/forms/dma/dma-2188.pdf>
14. Be treated with courtesy and respect by all CCWNC staff.
15. File complaints with CCWNC and be given directions on how to file a complaint.
16. Be given information on time frames for answering and resolving complaints.
17. Complaints may be filed:
 - On-line at <https://complaint.n3cn.org/form/webform.asp>
 - By phone at 828-259-3879; ask for the Complaint Coordinator
 - In writing and mailed to CCWNC at 53 S. French Broad Ave. Asheville, NC 28801

Responsibilities:

While participating in CCWNC Care Management program, you are expected to:

1. Follow guidance offered by CCWNC staff.
2. Provide CCWNC staff with correct and complete information so they can provide you with the right services.
3. Notify CCWNC and your healthcare team if you decide to stop participating in the care management program.

Your failure or refusal to meet CCWNC expectations as stated in the Patient Rights and Responsibilities handout does not prevent you from joining in CCWNC Care Management programs and services.

Information on your Patient Rights and Responsibilities can be found on the CCWNC website at www.communitycarewnc.org and is available from your Care Manager. Please call CCWNC at 828-259-3879 if you have questions about your Patient Rights and Responsibilities.