

## Patient Rights and Responsibilities\*

**While getting services from Community Care of Western North Carolina you have the rights listed below.**

### **Personal Rights - You have the right to:**

1. Be treated with courtesy and respect by our staff
2. Be supported by our staff as you work with your provider to decide your care
3. Get information that is easy to understand

### **Your Health Information - You have a right to know:**

1. How we keep your personal and medical information private and safe
2. Who can get information that you give to our network

### **Our Programs and Services - You have the right to:**

1. Ask questions about our programs and services
2. Know about contracts we have with any other companies
3. Decide you don't want or would like to stop our services
4. Be told about all care management services, even those not paid for by your insurance
5. Talk with your medical providers about all options for care management services

### **Our Staff - You have a right to know:**

1. How to change care managers
2. The qualifications and experience of our staff
3. The names of staff who will be part of your care management team

### **Complaints - You have a right to:**

1. File complaints with **Community Care of Western North Carolina**
2. Know how much time it should take for:
  - Someone to talk with you about your complaint
  - Your complaint to be settled
3. Be informed about how to file a complaint:
  - Go on-line at <https://complaint.n3cn.org/form/webform.asp>
  - Call **828-348-2894**; ask for the Complaint Coordinator
  - Write and mail to **53 S French Broad Ave. Asheville, NC 28801**

### **You also have the responsibility to:**

1. Make a care management plan with our staff that you can agree to follow
2. Tell a care management team member if you cannot follow the plan
3. Give staff information needed to provide your services
4. Let our staff and your medical provider know if you decide to stop our services

\* These policies are adapted from guidelines from the National Committee for Quality Assurance. This is not a state law.