



Patient's Case Management Rights and Expectations

You have certain rights when you choose to receive case management from Montefiore Care Management, CMO/UBA (Care Management Organization/University Behavioral Associates). There are also some expectations for you to know about.

Your rights are:

1. You have a right to receive information about CMO/UBA, the services that your health plan has contracted to provide for you, the qualifications of CMO/UBA care managers or other employees and any other contractual relationships CMO/UBA has with your health plan or your medical care providers.
2. You have the right to choose to participate in case management. You also have the right to stop participating.
3. You have the right to know your care manager's name and know how to request a change in care manager by calling (844)209-4932 for CMO and (800)401-4822 for UBA.
4. You have the right to receive help and support from your care manager, including assisting you in working with your medical providers on decisions about your care.
5. You have the right to be told about all case management services available to you, even if those services are not covered by your health plan, and to discuss your choice of services with your doctor or other medical providers.
6. You have a right to have CMO/UBA keep your personal health information confidential; know who has access to your information; know procedures used to ensure your privacy.
7. You have a right to be treated with courtesy and respect by all CMO/UBA employees.
8. You have a right to tell us if you are not happy with CMO/UBA and to learn how to use the complaint process by calling (844)209-4932 for CMO and (800)401-4822 for UBA. You have a right to know how quickly CMO/UBA will respond to your complaints and how CMO/UBA handles complaints or concerns about quality.
9. You have the right to get information that is easy to understand.

Montefiore

Care Management Company

UNIVERSITY BEHAVIORAL ASSOCIATES

When you choose to participate in case management with CMO/UBA, you are also expected to help us by:

1. Working with your care manager to create a care plan that you both agree on, and to follow the plan or to tell your care manager if there is a reason you are not able to follow it.
2. Telling your care manager information needed to help you.
3. Letting your care manager and your usual primary care doctor know if you choose to stop participating in case management.