



Member Rights and Responsibilities

Ascension Care Management Health Partners (ACMHP), an Accountable Care Organization, is a partnership between members, their loved ones, their physicians and our Health Partners and/or Health Promoters that aims to improve members' overall health. ACMHP respects your rights, values and dignity, and we ask that you recognize the responsibilities that come with being a member of our organization. Please review these rights and responsibilities and discuss them with your Health Partner/Health Promoter, caregivers and family. For assistance with any of the items listed below, contact Member Experience department at 1 (855) 288-6747.

Members have the Right to:

1. Have information about ACMHP (including programs and services provided on behalf of the client organization), its staff and its staff's qualifications and any contractual relationships.
2. Decline participation in or disenroll from programs and services offered by ACMHP.
3. Know which staff members are responsible for managing their services and from whom to request a change.
4. Be supported by ACMHP to make health care decisions interactively with their practitioners.
5. 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.
6. Have personal identifiable data and medical information kept confidential; know what entities have access to their information; know procedures used by ACMHP to ensure security, privacy and confidentiality.
7. Be treated courteously and respectfully by ACMHP's staff.
8. Communicate complaints to ACMHP and receive instructions on how to use the complaint process, including ACMHP's standards of timeliness for responding to and resolving issues of quality and complaints.
9. Receive understandable information.

Members have the Responsibility to:

1. Follow care advice offered by the organization.
2. Provide ACMHP with information necessary to carry out its services.
3. Notify the organization and the treating practitioner if the member decides to disenroll from the program.

Feedback

As our member, your opinion is of the utmost importance. You and your family should feel free to express any compliments, concerns or complaints to our associates without fear of reprisal, discrimination or interruptions in services.

If you wish to lodge a complaint contact our Member Experience department at 1 (855) 288-6747.