



Case Management Services Client Bill of Rights & Responsibilities

As a client receiving Case Management Services, you have the right to the following:

1. The right to be treated as an adult with respect and dignity;
2. The right to have all personal, financial and medical information treated in a confidential manner and released only as necessary to authorized persons;
3. The right to be fully informed about all services, identity of the responsible Payer of services prior to their being rendered, and choices available through GENEX;
4. The right to self-determination, including the opportunity to participate in and have control over the plan of care to the greatest extent possible as mandated by jurisdictional and policy limits;
5. The right to receive high quality case management services without regard to age, race, color, creed, marital status, national origin, sex, sexual orientation, physical disability, or source of payment;
6. The right to the use of alternative approaches when the client and/or family is unable to fully participate in the assessment phase of the case management process;
7. The right to refuse treatment or services, including case management services and the implications of such refusal relating to benefits eligibility and or health outcomes;
8. The right to have any problems or questions addressed and resolved in a timely manner;
9. The right to file a grievance with the case management organization without fear of discrimination or reprisal;
10. The right to achieve maximum self-direction and choice in lifestyle as long as this does not create an unacceptable risk;
11. The use of end of life and advanced care directives by GENEX, as applicable;
12. The right to obtain information regarding GENEX' criteria for case closure;
13. The right to be notified of any change in service, termination of service or discharge from the program.
14. The right to obtain written notification of case management actions and recommendations upon request.