

## Disease Management and Wellness Management Programs Participating Member Rights and Responsibilities

1. The disease management and wellness department's business hours are from 8:00 a.m. to 4:30 p.m., Monday through Thursday, and 7:00 a.m. to 3:30 p.m. Friday. The toll free number, 1-800- 520-3137, is accessible 24/7 and messages may be left any time. You should expect a return call within one business day.
  - **In an emergency, dial 911.** Your health care provider has the responsibility to make all decisions concerning your medical treatment. The disease management program is not a source of emergency medical care.
2. You have the right to know about philosophy and characteristics of the program.
3. You have the right to receive administrative information regarding changes in or termination of the disease management or wellness management program.
4. You have the right to have personally identifiable health information shared by the disease management or wellness management program only in accordance with state and federal law.
5. The disease management program has the responsibility to notify your treating provider of your participation in the disease management program and to provide updates at periodic intervals. You have the right to this information upon request. For members enrolled in the tobacco cessation or weight management programs, communication will not occur with your treating provider.
6. You have the right to consent, decline participation, revoke consent or dis-enroll at any point in time.
7. If participation in a disease management or wellness management program is employer-mandated, contact your employer for any details on effects of non-participation on coverage/benefits, premiums, or the ability to secure insurance.
8. You have the right to consent that the disease management or wellness management program can contact family, caregivers, and/or providers in case of emergency.
9. If you are unable to participate due to the inability to communicate via telephone due to a physical or mental incapability, you have the right to a proxy if that person can provide documentation of guardianship and/or durable power of attorney for medical decisions.
10. You have the responsibility to submit any forms that are necessary to participate in the program, to the extent required by law.
11. You have the responsibility to give accurate clinical and contact information and to notify the disease management or wellness management program of changes in this information.
12. You have the right to be informed of the outcomes being tracked to aid in understanding the importance of the requested lab data, or other information.
13. You have the right to receive accurate information from the disease management or wellness management program and for these programs to advocate on your behalf.
14. You have the right to publically reference disease management or wellness management information via the BCBSKS website: [www.bcbsks.com](http://www.bcbsks.com).

15. You have the responsibility to learn about your health including what you can do to help manage your health at home (i.e., self-care behaviors) on a daily basis (e.g., eating healthy, exercising, taking medications), and participate in shared decision-making (i.e., setting goals) and collaborating in your plan of care. Tracking/trending your individual progress is encouraged.
16. You have the right to involve family/caregivers when indicated.
17. You have the right to education that is appropriate for your health literacy, linguistic and cultural needs.
18. You have the right to identify the staff member and their job title and to speak with a supervisor of the staff member to express a concern/complaint by emailing [dmmanager@bcbsks.com](mailto:dmmanager@bcbsks.com) or mailing BCBSKS, Attn: DM Manager, 1133 SW Topeka Blvd, Topeka, KS 66629.