



**Case Management Services  
Member Bill of Rights**

**As a participant in Monroe Plan for Medical Care Case Management Program, you have the right to:**

- Have services provided with respect, dignity, and without discrimination
- Provide input to the plan developed by the Case Manager to help with your health care needs.
- Receive a copy of your plan upon request.
- Know and understand why cases are opened or closed.
- Know how decisions are made about your eligibility for services.
- Receive notice when services are changed or ended and why.
- Know about choices regarding services.
- To have others involved in your care, participate in the assessment.

Have information about us, our staff, their qualifications and any contract we have for Case Management

- To know who your case manager is and how to contact that person.
- Confidentiality and privacy of health information in accordance with state and federal law.
- Be understood and treated well. This includes if you have limited English, have a different culture, or a disability.
- Have information in a language or method you can understand.
- Take part in decisions about your health care treatment with your doctor.
- Designate or authorize another party to act on your behalf.
- Express concerns and complaints about care and services you receive.
- File a complaint without fear of reprisal.
- Refuse or stop the services. We will let you know what might happen to your benefits and health.