



A Patient's Rights and Responsibilities from HealthSmart Care Management Solutions



All Patients have the RIGHT to:

1. Informed consent in treatment decisions.
2. Concise and easily understood information about medical management requirements.
3. Receive clear and correct facts to help you make your own health choices.
4. Expect care based on medical necessity and appropriateness.
5. Expect courteous care from the HealthSmart Care Management Solutions staff at all times with recognition of dignity and your right to privacy.
6. Refuse medical treatment, care, or participation in a program.
7. Receive, upon request, details on the rules used by HealthSmart Care Management Solutions to evaluate medical necessity.
8. Receive information regarding confidentiality protections.
9. Receive information on how to complain or appeal.
10. Know who is responsible for managing your services and from whom to request a change.
11. Submit a grievance or appeal by contacting us at the calling at the following address and telephone number:

HealthSmart Care Management Solutions
222 West Las Colinas Boulevard, Suite 500N
Irving, Texas 75039
800.469.4631

All Patients, to the extent capable, have the RESPONSIBILITY to:

1. Pursue healthy lifestyles.
2. Become knowledgeable about their medical management plan requirements.
3. Actively participate in decisions about their healthcare.
4. Cooperate fully on mutually accepted courses of treatments.

