



Magellan Condition Care Management®: Member Rights

Members have the right to:

- Be treated with dignity and respect.
- Have their treatment and other member information kept confidential. Information is only shared without permission as required by law or to an entity or person bound by confidentiality who has a need to know.
- Know what procedures Magellan Health Services (Magellan) uses to make sure their personal information remains private and confidential.
- Know about all the treatment options included or mentioned in the clinical practice guidelines, and have the opportunity to discuss the options with their practitioner regardless of cost or coverage by their benefit plan.
- Have information about Magellan, its staff, and its staff's qualifications and any contractual relationships for educational materials or services.
- Know which staff members are responsible for managing Condition Care Management (CCM) services for members and from whom to request a change for a new coach.
- Be supported by Magellan to make health care decisions interactively with their practitioners.
- Receive information in a form that they can understand.
- Freely file a complaint or appeal and to know how to do so.

To file a complaint, members may call their account-specific phone number or write to:

Magellan Condition Care Management

P.O. Box 459

Columbia, MD 21046-0459

- Decline participation or freely withdraw from programs and services.

Magellan Condition Care Management®: Member Responsibilities

Members have the responsibility to:

- Give providers and Magellan information they need so that providers can deliver quality care and Magellan can deliver appropriate service.
- Follow care advice (including keeping health coaching appointments) offered by their coaching program.
- Promptly report concerns about the quality of care they receive.
- Keep scheduled coaching appointments or request to reschedule appointments.
- Let Magellan and their provider know if they decide to withdraw from the program.