



We also offer outpatient services for members enrolled in our disease management programs. We work to help you obtain durable medical equipment (DME) if you need it.

If you have Congestive Heart Failure, we can help you get a scale to monitor your weight.

If you have Asthma, we can help you get a nebulizer.

If you have Diabetes, we can help you get a glucose monitor.

We can also help with transportation to your provider's office if you need it.

The *Health Outcomes, Health Care Compliance and Education, and Quality Management* units work to improve the health of members by offering wellness programs such as the Stop Smoking Program; the Early Periodic Screening and Diagnosis Treatment (EPSDT) Program; and the Fitness Program. We work with providers to make sure that you and your family get the care that's best for you.

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Health Partners has a Health Care Management Department dedicated to your health care needs.

The **Health Care Management Department** provides services to help with the health care needs of you and your family. The Health Care Management Department has seven units that provide services to members. These units are Disease Management, Intensive Case Management, Health Outcomes, Health Care Compliance and Education, Quality Management, Special Needs and Utilization Management.

Like the pieces of a puzzle, these units all work together to help keep you and your

family healthy.

We have nurses, educators, coordinators and social workers to help you with your health. We talk to members over the phone to assess their health needs and to provide education and outreach. We also send you information to help you live a healthier life.

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In the *Disease Management* and *Intensive Case Management* units, we work to:

Improve the health outcomes of Health Partners' members.

Enroll members into our Asthma, Congestive Heart Failure, Diabetes, Prenatal and Intensive Case Management programs.

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If you have congestive heart failure, asthma or diabetes, you were enrolled in our Disease Management Program when you became a member of Health Partners. Taking part in our Disease Management Program is another way to help manage your illness. That's why we enrolled you in the program when you became a member of Health Partners.

If you do not wish to be in the program, just call our Health Care Compliance and Education Unit at **(215) 991-4252** and let us know. You can also call the Health Care Compliance and Education Unit for more

information about the Disease Management Program or any of our wellness programs.

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The Special Needs Unit helps members who have special needs. A Special Needs member is a member who has physical, developmental, emotional or behavioral conditions.

Some examples of Special Needs include, but are not limited to, serious diseases or illnesses, a child or children in foster care, or mental retardation or developmental disabilities. This also includes members with shorter-term conditions

such as a broken leg.

If you think you have a special need, please call our Special Needs hotline at (215) 991-4370 and they will be happy to help you.

We help members gain access to the services that are necessary for them.

When a member gets services from different doctors, we help the member arrange those services.

We also seek out and identify members with special needs so that we can help them get the care they need. If you or someone you know can benefit from our Special Needs Unit, please call (215) 991-4370

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The Utilization Management Unit works for you from behind the scenes:

We work with your provider to get the best services for your health.

We handle the use of services related to your physical health, while the units of Disease Management, Intensive Case Management, Health Outcomes, Health Care Compliance and Education, Quality Management and Special Needs work with you to promote and maintain your health.

Together, we work to manage and improve your health.

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("You have the right to be treated fairly and to have your right to respect, dignity and privacy protected.)" You have the right to expect that information you provide to Health Partners, your medical records and anything you discuss with your doctor will be treated confidentially, and will not be released to others without your permission.

*"You have the right to request a specialist to help meet your special needs by serving as your primary care provider (PCP).

+"You have the right to question decisions made by Health Partners or its doctors.

,"You have the right to basic information about doctors and other providers who participate with Health Partners. You have the right to choose from these providers and to refuse care from specific doctors. You have the right to voice complaints and grievances about Health Partners or care provided.

- "You have the right to file a Pennsylvania Department of Public Welfare (DPW) Fair Hearing appeal if you receive a denial of service or if Health Partners does not process your complaint or grievance request in a timely manner.

%"You have the right to be present either in person or by telephone at the appeal hearing and to bring a family member, friend, lawyer or other person to help you.

%"You have the right to use an Advance Directive to say how you want your medical care handled. This written statement will be used if you are too sick to speak for yourself.

%"You have the right to have access to medical records in accordance with federal and state laws. If you would like a copy of

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As a Health Partners member, you have the right to know about your rights and responsibilities. Exercising these rights will not negatively affect the way you are treated by Health Partners, its participating providers or other state agencies.

When making your health care decisions, you have the right to feel that Health Partners is not restraining, isolating, bullying, punishing or retaliating against you.

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As a member of Health Partners, you have many rights, including:

% "You have the right to know about all the benefits and services offered by Health Partners. You have the right to know about policies that can affect your membership.

& "You have the right to make recommendations about Health Partners' member rights and responsibilities.

" "You have the right to be a part of decisions made by Health Partners and its participating doctors that affect your personal health care and your membership.

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your records, please call Health Partners' Member Relations department at **1-800-553-0784** or **(215) 849-9600** for help.

"You have the right to talk openly with your doctor about all treatments that may be right for your health problem, whether or not Health Partners covers them, and without regard to cost.

"You have the right to receive information on available treatment options and alternatives. Your treatment options should be presented in a way that is clear to you. You also have the right to refuse treatment options from your doctor.

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You also have many duties as a member of Health Partners, including:

"You have the duty to tell Health Partners and its participating doctors about information which may affect your membership or your right to program benefits. For example, if you move to another address, you must call Health Partners and your PCP and tell us your new address.

"You have the responsibility to learn about your health problems and work with your doctor to develop a plan for your care.

"You have the duty to help with your health care by following the membership rules. For example, you must call your PCP when you need urgent care, and after getting emergency care.

"You have the duty to follow your PCP's instructions such as taking medicine on schedule. You also have the duty to take your children to their PCP for care.

"You have the duty to inform your doctor about your health history, and to sign a consent form so that your doctor can receive a copy of your medical records.


"You have the duty to make and keep appointments, to be on time, and to call to cancel an appointment or to report that you will be late.

"You have the duty to treat your PCP and other health care providers with respect and dignity.

"You have the duty to use our participating providers for all your health care needs. This includes PCPs, specialists,

hospitals, pharmacies and any other providers you use as a Health Partners member.

"You have the responsibility to provide proof of any other insurance providers you may have.

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