As a Cincinnati Children's HealthVine member, you have certain Rights and Responsibilities.

You have a *RIGHT* to:

- Access information about HealthVine including hours of operation and contact information, programs and services provided on behalf of the member organization (including 24-hour Nurse Advice Line), its staff's qualifications and any contractual relationships.
- Provide consent, decline participation or disenroll from programs and services offered by HealthVine.
- Know your care manager and know how to request a change in care manager.
- Be supported by HealthVine to collaborate on decisions with your practitioners.
- Be informed of all care management services available, even if the service is not covered, and discuss options with treating practitioners.
- Have personally identifiable data and medical information kept confidential; know what entities have access to your information, and to know procedures used by HealthVine to ensure security, privacy, and confidentiality.
- Be treated courteously and respectfully by HealthVine's staff.
- Communicate complaints to HealthVine and receive instructions on how to use the complaint process, including HealthVine's standards of timeliness for responding to and resolving complaints and issues of quality.
- Receive understandable information at an appropriate literacy level.

You have an *EXPECTATION* to:

- Follow the mutually agreed upon care management plan or notify the care manager if you cannot follow the plan offered by HealthVine.
- Provide HealthVine with information necessary to deliver services.
- Notify HealthVine and your usual care provider if you disenroll from the program.

Cincinnati Children's™
changing the outcome together