



## Case Management (CM) Program Practitioner's Rights and Responsibilities

Health Net Federal Services, LLC (HNFS) values the provider-patient relationship and strives to respect the rights of physicians and providers at all times.

### Physicians and providers have the **right** to:

- Be treated courteously and respectfully by CM Program staff at all times.
- Request information about the CM Program, its services, staff, and contractual relationships.
- Contact the program and receive information from the Case Manager who is providing education to his or her patient(s).
- Upon request, be provided with copies of evidence-based clinical practice guidelines, clinical decision support tools used by the CM program and/or the CM Program description.
- Consult with a HNFS medical director at any point in their patient's participation in the CM program.
- File a complaint about any aspect of the CM Program.

### Physicians and providers have the **responsibility** to:

- Incorporate evidence-based clinical practice guidelines into a beneficiary's plan of care.
- Communicate concerns about the CM Program.
- Inform CM staff if they do not want to receive coordination of care letters and faxes.