



## **FEDERAL EMPLOYEE PROGRAM HEALTH COACHING**

### **MEMBER RIGHTS AND RESPONSIBILITIES**

#### **Blue Cross Blue Shield of North Carolina FEP Members shall have the right to:**

- Be given the necessary information, in a manner easily understood to be able to give informed consent prior to the start of health coaching services. This information should include complete and current information concerning program options, financial responsibilities; including what is expected to be paid by a third party and benefit limitations. Information on how you were chosen to be contacted for the program or information on when case closure is appropriate is also available to the member.
- Be given information about types of services available and to choose a service provider.
- Receive proper identification from Blue Cross Blue Shield of North Carolina Health Coaches, including their names, titles and telephone number.
- Know the operating hours of the Federal Employee Program Medical Management Department, information on how to contact their health coach, and receive a timely response.
- Be given appropriate professional service without discrimination against race, religion, creed, color, sex, national origin, sexual preference, handicap or age.
- Have communication needs met.
- Be free from physical and mental abuse.
- Refuse treatment or services, including health coaching services and the implications related to benefits eligibility and/or health outcomes.
- Be informed of and develop an end of life and advance care directive, as applicable.
- Be involved in their plan of care and discharge planning including alternative treatment decisions when the member and or family are unable to fully participate in the established plan of care. The member/family will receive timely notification and an explanation when services are changed or terminated.
- Review records and have them kept private and confidential. Confidentiality is important and we would only disclose information in the coaching process to other providers of care included in the plan of care and for the processing of claims for services provided under the Program.
- As a member of the health care team a member has the right to voice complaints about health coaching services or any problems experienced while in the program.

To voice a complaint, the member may call the FEP Customer Service Department at 1-800-222-4739, Monday – Thursday, 8:00 – 4:30, Friday 8:00 – 3:00. The FEP Customer Service Department will forward the complaint to the FEP Medical Management Department.

#### **Blue Cross Blue Shield of North Carolina Members shall be responsible to:**

- Provide to the best of his/her knowledge, accurate and complete information concerning present illness or condition as it relates to health coaching needs.
- Notify his/her health coach regarding any change/termination of benefit coverage.
- Assist in developing and maintaining a safe environment for themselves as well as the health coach and health care team members.
- Participate in development of their plan of care to include discharge planning.
- Adhere to the plan of care developed.
- Request information concerning anything they do not understand.
- Give information regarding concerns and problems to their health coach.
- Inform their health coach manager of significant changes in their healthcare status.
- Treat all staff with courtesy and respect.

