

A Patient's Rights and Responsibilities

from Community Care of Southern Piedmont (CCofSP)

Patients who receive services from Community Care of Southern Piedmont have the right to...

1. Ask for information about programs and services.
2. Receive information that is easy to understand.
3. Ask about network staff and their qualifications.
4. Be informed about any contract relationships.
5. Make a decision not to participate in programs offered by Community Care of Southern Piedmont.
6. Make a decision to stop participating in programs offered by Community Care of Southern Piedmont.
7. Know the staff members that will provide their care management services.
8. Know who to ask to change care managers.
9. Have network staff support decisions patients make about their health care.
10. Receive information about all care management-related services available to them, even if a service is not paid for by Medicaid.
11. Discuss service options with their physicians and other medical providers.
12. Have personal and medical information kept confidential.
13. Be told who has access to their information.
14. Know how Community Care of Southern Piedmont ensures security, privacy, and confidentiality.
15. Be treated with courtesy and respect by network staff.
16. File complaints with Community Care of Southern Piedmont.
17. Be instructed on how to file the complaint.
18. Receive information such as the time frames for responding to and resolving any complaints.
19. If you have a concern regarding the services provided by your care manager, complaints may be filed:
 - Online at: <https://complaint.n3cn.org/form/webform.asp>
 - By phone at 704-262-1064; ask for the Complaint Coordinator
 - In writing and mailed to: Community Care of Southern Piedmont, 845 Church St N, Ste 308, Concord, NC 28025

Patients receiving services from Community Care of Southern Piedmont have the responsibility to:

1. Listen to the advice offered by network staff.
2. Give staff correct and complete information so they can provide the right services.
3. Notify Community Care of Southern Piedmont if they decide to stop participating in the program.