

# Evolut Patient Rights and Responsibilities

As a consumer of Evolut utilization management services through your health plan, you have rights and responsibilities.

## YOUR RIGHTS

- To be treated with respect and dignity by our staff.
- To have the confidentiality of your health information protected and privacy maintained.
- To have our staff inform you and answer your questions about the preauthorization process.
- To be informed about the clinical tools used to approve or deny treatment plan request when you ask our clinical staff.
- To be instructed how to file a complaint if you have concerns and be addressed in a timely manner.
- To be instructed how to file an appeal with your health plan.
- To have continuity of medical treatment and follow-up care.
- To be protected from unnecessary exposure to radiation or discomfort and risks associated with inappropriate treatments.
- To receive medical treatments from providers whose services are continuously monitored for appropriateness and quality.
- To easily access care in a timely manner
- To receive information on available treatment options and alternatives, presented in a culturally and linguistically appropriate manner for the Enrollee's condition and ability to understand.
- Help make decisions about their health care, including saying no to treatment
- Ask for and get a copy of your medical records and if needed, request that they be amended or corrected.

## YOUR RESPONSIBILITIES

- To provide complete information about your medical condition that Evolut and your provider need to in order to provide care.
- To treat our staff with respect.
- To understand the services and benefits covered by your health plan.
- To file a complaint when you have concerns with our services.
- To follow plans and instructions for care that you have agreed to with your provider.
- To understand your health problems and participate in developing mutually agreed-upon treatment goals.



ESS: NIA only

