



Massachusetts Care Coordination Network

Enrollee Rights

Purpose:

To assure that the basic human and legal rights of all of all persons receiving care coordination services as part of Massachusetts Care Coordination Network (MCCN) are preserved, protected and affirmed, except otherwise restricted by regulation or law.

Scope:

This policy applies to all persons who enroll in MCCN care coordination services.

Implementation:

Access

- Enrollees have the right to receive care coordination services appropriate to their needs regardless of age, race, ethnicity, culture, religion or system of beliefs, national origin or ancestry, citizenship, language, mental or physical disability, socioeconomic status, sex, gender identity or expression, sexual orientation, genetic information, military obligation, veteran status, marital status or homelessness.
- Enrollees have the right to consent to receive care coordination services, in writing and utilizing their preferred language and mode of communication.
- Enrollees have the right to decline care coordination services, ask for a different care coordinator or a different Long Term Support Services provider.
- Enrollees have the right to request and receive a copy of their records, within a reasonable time frame, and except otherwise restricted by regulation or law.

Privacy

- Enrollees have the right to expect that any consultation or conversation involving their care will be conducted with using discretion and privacy, and that persons not involved in their care or otherwise needing to be present will not be included in or made aware of the discussion.

- Enrollee records are private and will be treated as confidential, in compliance with all applicable law and regulation, and will not be released without their consent except as required or permitted by law.
- Enrollees have the right to request and receive a copy of these disclosures, within a reasonable time frame.

Respect

- Enrollees have the right to be treated as an individual, with respect, courtesy and consideration of their dignity and privacy at all times.
- Enrollees have the right to receive services and information from skilled professionals who understand, respect, their culture and language.

Informed Care

- Enrollees have a right to be involved in and make informed choices about their care, including refusal of services, and to receive information in a manner appropriate to their condition and ability to understand.
- Enrollees have a right to communicate about their care in their preferred language or with accommodation of their special needs, including (if necessary) the use of interpreting services, natural supports, and/or auxiliary aids and/or assistive technology at no charge.

Complaint Process

- Enrollees have the right to file a complaint or grievance regarding MCCN services without fear of reprisal and to receive information regarding MCCN's Grievance Policy.

Annual review of policy by Governing Body members

David Jordan, President, Seven Hills Foundation	Signature	Date
Anthony Simonelli, President & CEO, BAMSI	Signature	Date
Bill Henning, Executive Director, BCIL	Signature	Date
Diane Gould, President & CEO, Advocates	Signature	Date
Michael E. Moloney, CEO, HMEA	Signature	Date

Christine Alassandro, Executive Director, BayPath _____
Signature

Date