



Carolina Collaborative Community Care

A Patient's Rights and Responsibilities from Carolina Collaborative Community Care (4C)

All Patients have a **RIGHT** to:

1. Receive information about 4C, the programs and services offered, its staff and staff qualifications, and its contractors.
2. Decline to participate and/or to disenroll from any programs or services offered by 4C.
3. Know the case manager responsible for managing your services and care, and how to request a change in case manager.
4. Be supported by 4C to work together on decisions with your providers.
5. Receive information on all case management services available, even if a service is not covered, and to discuss options with providers.
6. Have personal identifiable data and medical information kept confidential, know who has access to your information, and receive information about your security, privacy, and confidentiality protections.
7. Receive professional and courteous care from 4C staff and be treated with respect.
8. Communicate complaints and receive instructions on how to use the complaint process, including 4C's standards of timeliness for responding to and resolving complaints and issues of quality.
9. Receive information in a format and language that is best for you to understand.
10. Submit a complaint/grievance by contacting 4C at (910) 485-1250, in-person or by mail at the address below, or online at the website below.



All Patients, to the extent capable, have the **RESPONSIBILITY** to:

1. Follow the agreed-on care plan created with you or notify staff if you cannot follow the care plan.
2. Provide 4C with information necessary to provide you services.
3. Notify 4C and your provider if you decide to disenroll from any program or services.