



Carolina Collaborative Community Care

A Patient's Rights and Responsibilities

from Carolina Collaborative Community Care (4C)

All Patients have the **RIGHT** to:

1. Receive clear and correct facts about 4C, the programs offered and its contractors to help you make your own healthcare choices.
2. Know who is responsible for managing your services and who to contact to request a change.
3. Informed consent for treatment decisions.
4. Receive correct and to the point facts about all services that 4C offers to help you make your own health choices.
5. Receive information regarding the confidentiality of your health information.
6. Expect your care is appropriate and medically necessary.
7. Decline to participate and/or to dis-enroll from any program or service offered by 4C.
8. Expect professional, courteous care from the Carolina Collaborative staff at all times, be treated with respect and protect your privacy.
9. Receive information about your confidentiality protections.
10. Receive information on the complaint process.
11. Submit a grievance by contacting 4C at (910) 485-1250, in-person or by mail at the address below, or online at the website below.
12. DMA's Notice of Privacy Practices is available at:
<https://policies.ncdhhs.gov/divisional/health-benefits-nc-medicaid/forms/dma-2188-notice-of-privacy-practices>



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

1. Pursue a healthy lifestyle.
2. Actively participate in the care management process.
3. Work closely with your assigned care manager to meet your health care goals.
4. Notify 4C and/or their practitioner if you decide to dis-enroll from the program.