



## Member Rights and Responsibilities

While receiving services from CCLCF, you have the following rights:

You have the right to:

1. Be treated respectfully
2. Be supported
3. Receive information in the way you like that is best for you to understand
4. Receive information in a language that is best for you to understand
5. Ask questions about care management and services
6. Pause or stop services
7. Ask about how your personal and medical information is kept safe
8. Decide who can get information you give us
9. Ask for a different care manager
10. Ask for qualifications, experience and names of staff who are a part of your care team
11. File a complaint
  - a. Email [compliance@carelcf.org](mailto:compliance@carelcf.org)
  - b. Write and mail to 1209 Culbreth Drive, Suite 102, Wilmington NC 28405

You have the responsibility to:

1. Follow your care plan created by your provider, care manager and you
2. Give staff information needed to provide you services
3. Let staff know if you cannot follow care plan, need a change of care manager, or want to stop services

For those Medicaid members with Carolina Complete Health as their prepaid health plan, additional member rights and responsibilities can be found:

<https://www.carolinacompletehealth.com/members/medicaid/additional-benefits/member-rights.html>

The Carolina Complete Health grievance process can also be found here in the member handbook:

<https://www.carolinacompletehealth.com/members/medicaid/resources/handbooks-forms.html>