



Patient Rights and Responsibilities

As a consumer of New Century Health 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 your medical records and information about your care be treated as private and protected according to the law.
- 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 requests when you ask our clinical staff.
- To be instructed how to file a complaint if you have concerns.
- To be instructed on how to file an appeal with your health plan.

YOUR RESPONSIBILITIES

- To provide complete and correct information about your medical condition.
- 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.

