

## Your Rights as a Recipient of Case Management Services

- Clients have a right, and are encouraged, to assist with their Case Management Plan.
- Clients have a right to be informed of available choices regarding services; a right to refuse treatment or services, including case management services, and/or a right to be educated on the effects of refusal, such as benefit eligibility impact and/or effect on health outcomes.
- Clients have a right to request and obtain the criteria for case closure and to receive the rationale when services are being changed or terminated.
- Clients have the right to an alternative approach to care when a client and/or family is unable to fully participate in the assessment phase.
- Clients have the right to use end-of-life and advance care directives.

