

Your Rights and Responsibilities as a Recipient of Disease Management Services

Clients have the right and are encouraged to know about the philosophy and characteristics of the Disease Management Program.

Clients have the right to have personally identifiable health information shared by the Disease Management Program only in accordance with state and federal law.

Clients have the right to respect from the Disease Management Program staff, including the right to know the identity of the staff member by first name and to speak with a supervisor of the staff member if necessary.

Clients have the right to receive accurate information regarding changes in or termination of the Disease Management Program.

Clients have the right to decline participation, revoke consent or stop participation in the Disease Management Program at any time.

Clients have the responsibility to submit every necessary form to participate in the program as required by law.

Clients have the responsibility to give accurate clinical and contact information and to notify the Disease Management Program of changes in this information.

Blue Cross and Blue Shield of Louisiana

Blue Cross and Blue Shield of Louisiana incorporated as Louisiana Health Service & Indemnity Company