



Complex Care Management Patient Rights and Responsibilities

Your Tandigm Nurse Care Manager is committed to working with you, your Primary Care Provider and your care team to help you manage your health.

As part of that commitment, Tandigm Health, LLC ("Tandigm Health") is responsible for informing you that as a patient enrolled in the Complex Care Management Program, you have certain rights and responsibilities, as does the care team supporting you. The following outlines what these rights and responsibilities are and how we can work together to support you.

As a patient enrolled in Complex Care Management, you have the right to:

- Access information about Tandigm Health, the services we provide, and the clinicians you will be working with. Our Complex Care Management Program brochure, describing services, can be found on the Patients - Tandigm Health link and our clinicians' names and credentials can be found in the Meet Tandigm - Tandigm Health link on this website.
- Have your personally identifiable data and medical information kept confidential, know what entities have access to your information, and know procedures Tandigm Health uses to ensure your information's security, privacy, and confidentiality. These procedures can be found on our Notice of Privacy page.
- Provide or decline to provide requested demographic information for clinical purposes. Provision of demographic information is entirely voluntary. Your decision of whether or not to provide demographic information, and any information that you do provide, will not affect the care or treatment that you receive.
- Be supported by Tandigm Health to collaborate on decisions with your practitioners.
- Be treated with courtesy and respect by all Tandigm Health staff.
- Receive information that you can understand.
- Ask questions about your care and receive answers. If you need to request a new care manager, speak with a member of your clinical team, decline or disenroll, please call us at (844) 898-4448, option 1 and a Tandigm Health Clinical Coordinator will assist you at any time.
- Let us know if you have any complaints or grievances about the services that you receive by calling (844) 710-0004 and specifying 'Tandigm' with your case. Our Compliance Department will investigate all issues and respond in a timely manner.

As a patient enrolled in Complex Care Management, we ask that you:

- Follow all treatment recommendations, including taking your medications as prescribed, or let us know if or why you feel unable to do this.
- Let your Nurse Care Manager know if you have trouble following your care plan. For example, tell her if you experience medication side effects, have difficulty getting your medications or taking medications as prescribed, or are unable to make appointments.
- Let us know if we have permission to talk with your family and/or caregivers regarding your care. Often, it is important to share things with those who care for you. Your information will be kept confidential, unless otherwise stated.