

Welcome to the Trinsic Care Management Program, a no-cost program for Intermountain and UHealth patients with healthcare needs. This program connects you with a care manager who will talk with you about your health needs and help you set up a program to help you feel better.

Please review the Statement of Rights and Responsibilities and Confidentiality information and ask your care manager if you have any questions.

Your care manager is here to support you and help you meet your health goals. When you enroll in our care management program, there are 4 important things to know:

- Your commitment to the Care Management program is the key to your success. Please return phone calls when your care manager calls. If we don't hear from you, we will call you 2 times and then send a letter. If we don't hear back after letter is sent, we will take you out of the Care Management Program.
- You have the right to drop out of the care management program and re-enroll in the future at any time.
- If you need to be treated in the hospital, tell your primary care provider and care manager. Our care management team can help make sure you have what you need when you go home. We will also talk with you during your hospital stay.
- If you need to be treated in the Emergency Department and are sent home, please tell your care manager the next business day. We will talk with you about what you need to do next and help find other care for you, if needed.

If you have any questions or concerns, or you don't think you can follow the plan of care, please call your care manager.

### **Statement of Patient's Rights and Responsibilities**

As a Trinsic Care Management patient, you have the RIGHT to:

- A. Take part in regularly scheduled calls with your care manager to follow up on your goals. If we can't reach you, we will have to cancel your enrollment. To make sure this doesn't happen, we will call you two times and send written communication. It's important that you respond as soon as possible.
- B. Look up information about Trinsic programs and services.
- C. Refuse services or drop out of the program at any time.
- D. Know your care manager and how to request a different care manager if you want one.
- E. Get support from Trinsic staff when making health care decisions with your provider.
- F. Be told about all services to help you manage your care. If a service is not covered by your insurance provider, we will tell you about other options that may be available.
- G. Keep your personal and medical information safe. You will be able to find out who can see your information and how we protect the security and privacy of your personal information.
- H. Be treated with kindness and respect by all Trinsic employees.
- I. Know how to share a complaint with Trinsic managers. This includes knowing how and when we will answer your complaint and how we settle any issues of quality (see below).
- J. Be given clear information that is easy to use.

As a Trinsic Care Management patient, you are RESPONSIBLE for:

**Trinsic, an Intermountain and UCHealth company**

- A. Giving full and exact information about your health problems and medical history to your care manager.
- B. Telling your care manager if you have been treated in the hospital or the Emergency Room for any reason.
- C. Being honest with your care manager. This means telling them if you don't understand their instructions. They need to know if you need help understanding what you are supposed to do.
- D. Following the care plan that you decided on with your care manager. Tell your care manager if you can't follow your plan of care for any reason. Telling your primary care provider and care manager if you choose to drop out of the care management program.
- E. Treating all Trinsic employees with respect and kindness.
- F. Sharing any concerns you have with your care and/or services with a Trinsic employee or manager. You can also put in a complaint through the complaint process. (See the Trinsic Care Management Complaint Process for more information.)

**To File a Complaint:**

If you have a complaint or concern, please call your care manager directly to report it. If you feel you need to talk to someone besides your care manager, please call: 303-272-0079. You will receive a response within 2 business days.