

# Evolut Patient Rights and Responsibilities

As a consumer of Evolut 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 the confidentiality of your health information protected and privacy maintained.
- 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 request when you ask our clinical staff.
- To be instructed how to file a complaint if you have concerns and be addressed in a timely manner.
- To be instructed how to file an appeal with your health plan.
- To have continuity of medical treatment and follow-up care.
- To be protected from unnecessary exposure to radiation or discomfort and risks associated with inappropriate treatments.
- To receive medical treatments from providers whose services are continuously monitored for appropriateness and quality.

## YOUR RESPONSIBILITIES

- To provide complete information about your medical condition that Evolut and your provider need to in order to provide care.
- 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.
- To follow plans and instructions for care that you have agreed to with your provider.
- To understand your health problems and participate in developing mutually agreed-upon treatment goals.



ACCREDITED  
Health Utilization  
Management  
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ESS: NIA only