

YOUR CARE PROGRAM, RIGHTS & RESPONSIBILITIES

Elixir Pharmacy wants to encourage you to speak openly with your pharmacy team, take part in your care and promote your own safety by being well informed and involved in the process. Because we want you to think of yourself as a partner in your care, we want you to know and understand your rights and responsibilities while you are active in our care management program. We invite you and your caregivers to join us as active members of your care team.

YOUR RIGHTS:

- You have the right to know about philosophy and characteristics of the care management program.
- You have the right to be informed of your rights at the earliest possible moment in the course of your care.
- You have the right to have your record used only for the purposes of treatment, payment and health care operations, except as otherwise required or permitted by applicable law, rule or regulation.
- You have the right to identify the staff member of the care management program and his/her job title and to speak with a supervisor of the staff member, if requested.
- You have the right to receive information about the care management program.
- You have the right to receive administrative information regarding changes in or termination of the care management program.
- You have the right to decline participation, revoke consent or dis-enroll at any point in time.
- You have the right to communications that you can understand. We will provide foreign language interpreters as needed at no cost. Information given will be appropriate to your age, understanding and language.
- You have the right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with a pharmacy manager. You may contact the pharmacy manager at 877-437-9012 or email elixirpharmacy@elixirsolutions.com.

YOUR RESPONSIBILITIES:

- You have the responsibility to submit any forms that are necessary to participate in the care management program, to the extent required by law.
- You have the responsibility to give accurate clinical and contact information and to notify the care management program of changes in this information.
- You have the responsibility to notify your treating provider of your participation in the care management program, if applicable.
- You have the responsibility to ask questions if you do not understand directions or information.
- You have the responsibility to be respectful of all care management program staff.
- You have the responsibility to provide accurate information needed for processing your insurance coverage.
- You have the responsibility to notify the pharmacy manager if you think your rights have been violated or if you have a complaint.

Our team of health care professionals at Elixir Pharmacy is here to help you. We realize that treating complex diseases is a process and we are here to answer all of your questions and concerns. Please call us if you feel your rights have been violated or if you have questions.