

All InteCare network participating providers conduct themselves in a manner that is consistent with regulatory and ethical standards with respect to the rights of consumers. The "NOTICE OF PRIVACY PRACTICES" describes how medical information about you may be used and disclosed and how you can get access to this information is available under the "Documentation Library" tab on this web site.

The InteCare Consumer Rights Statement

- A.** You will be provided with equal access to treatment without regard to sex, race, religion, age, disability or source of payment.
- B.** You have the right to access your care in a simple and timely manner.
- C.** You have the right to all information being shared in a language that you can understand.
- D.** You are entitled to a full and clear explanation of the services available and a right to make an informed decision concerning those services.
- E.** You will receive a clear and complete description of recommended services, based on an assessment, and help in understanding your condition and options concerning your care, including the right to participate in the development of your treatment plan.
- F.** You will receive written and, if requested, verbal descriptions of the steps you may take if you have concerns or complaints about your treatment.
- G.** You have a right to inspect and obtain a copy of your consumer record, with the understanding that portions of the record may be withheld if they are determined to be detrimental to your physical and/or emotional health.
- H.** You have the right to obtain an outside second opinion and/or retain legal counsel at your own expense at any point in your treatment.
- I.** You are entitled to full confidentiality of your records as maintained by InteCare or any of its providers under Federal and State guidelines (42 CFR 2.22). In most cases this means that your records cannot be released unless you specifically authorize that release in writing. Please be aware that InteCare providers may exchange information freely within the network but that neither InteCare nor its providers may disclose to an outside individual or agency that you are a consumer receiving services, or disclose any information identifying you as an alcohol or drug abuser unless:
You consent in writing on an approved Release of Information form, or
The disclosure is forced by a legitimate court order, or
The minimal information necessary is disclosed to medical personnel in a medical emergency.
- J.** You have the right to know about community, advocacy, prevention services and support groups in your area.
- K.** You have the right to information about your provider's work experience, specialty training, and credentials.
- L.** You have the right to request how to participate and provide suggestions on InteCare policies and services offered.

The InteCare Consumer Responsibilities Statement is as follows:

- A.** You have the responsibility to share with your provider the information they need, and to ask questions about your care so that they can most effectively work with you in giving you the best care and services possible.
- B.** You have the responsibility to follow through with the treatment plan that both you and your provider developed for your care. If you find that this plan and the services involved are not being effective in meeting your treatment goals, then you are responsible for telling your provider so they can discuss this with you and make the necessary changes.
- C.** You have a responsibility to keep all scheduled appointments, and/or to notify your provider as soon as

possible if you need to cancel or reschedule an appointment. Your provider would request at least 24-48 hours notice in advance.

D. You have an obligation to comply with your payment agreement and to inform your provider if changes occur in your ability to pay.

E. You have the responsibility to report any concerns that would affect your quality of care.

F. You have the responsibility to not do any activities that could harm others.

G. You have the responsibility to follow your medication plan, and also report any medication changes, including receiving additional medications from others to your provider.

H. You have the responsibility of treating your providers with dignity and respect.

InteCare has a mechanism through which Consumers, Providers, and Clients may voice complaints, grievances or compliments about any aspect of the services received through InteCare or an InteCare Network Provider. All complaints, compliments and grievances will be responded to professionally and expeditiously to assure the quality of services provided by the InteCare network, and to maintain compliance with state, federal, and client contractual requirements. To inquire further about the Compliment, Complaint and Grievance process, call the Compliment, Complaint and Grievance Coordinator at 317-237-5770, or inquire via email but clicking here: [Contact Us](#)