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**MO HealthNet Health and Wellness Program  
Administered by APS Healthcare  
Participant Rights and Responsibilities**

**The MO HealthNet Health and Wellness Program:**

- Empowers participants to take care of themselves
- Helps to prevent disease complications
- Helps participants improve their overall health
- Supports the doctor and patient relationship

When you agree to work with a MO HealthNet Health and Wellness Program Nurse Health Coach, you have certain rights and responsibilities.

**Participant Rights**

**I have the right to:**

- Get information about MO HealthNet Health and Wellness Program services and APS Healthcare services.
- Get the names and telephone numbers of APS Healthcare staff that I talk to. I can also ask to talk with their supervisors.
- Keep my healthcare information private. APS Healthcare will use my records only for programs providing MO HealthNet Health and Wellness Program services. APS Healthcare may only use my information as allowed by State and Federal laws
- Be treated with dignity and respect.
- Be treated as an individual.
- Get services regardless of my
  - Race
  - Ethnicity
  - National origin
  - Religion
  - Gender
  - Marital status
  - Sexual preference
  - Age
  - Disability, or
  - Any other legally protected status

## **MO HealthNet Health and Wellness Program Participant Rights and Responsibilities**

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### **Participant Rights (Continued)**

- Be involved in making decisions about my health. As allowed by law, a family member or guardian can represent me.
- Speak with APS Healthcare in my own language. If need be, APS Healthcare will get me a translator for free.
- Be told the rules, limits and reasons for participating in the MO HealthNet Health and Wellness Program.
- Be informed of the process the MO HealthNet Division uses to select people for the MO HealthNet Health and Wellness Program. This includes all clinical and non-clinical decisions.
- An honest talk about all program services that might help me.
- Be informed of future health benefits from MO HealthNet Health and Wellness Program services.
- Be informed about preventative health programs.
- Upon request, get a written copy of my health care goals.
- Know if my health care services change or end.
- Complain about MO HealthNet Division and APS Healthcare policies, including my rights and responsibilities, and to state my opinions without fear of punishment.
- Choose not to be in a program providing MO HealthNet Health and Wellness Program services. If participating, I can quit at any time and it will not affect my MO HealthNet benefits.

### **Participant Responsibilities**

#### **I have the responsibility to:**

- Give APS Healthcare and my treating provider(s) the information they need to provide me with MO HealthNet Health and Wellness Program services.
- Follow my self-care plan based on my treating provider(s)' orders.
- Work with APS Healthcare and my treating provider(s) to meet my health goals.
- Notify my treating provider(s) of my involvement in the MO HealthNet Health and Wellness Program.

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