

Tandigm Complex Care Management **Patient Rights and Responsibilities**

Tandigm Care Solutions, LLC (“Tandigm”), an affiliate of Tandigm Health, LLC, values being a partner in your care. The Tandigm Complex Care Management (CCM) Team is committed to working with you, your Primary Care Provider, and your care givers to help you manage your health.

As part of that commitment and as a patient enrolled in the Tandigm CCM Program, you have certain rights and responsibilities. The following outlines these rights and responsibilities and how we can work together to support you and your care.

As a patient enrolled in the CCM Program, **you have the right to:**

- Be treated with courtesy, respect, dignity, and timely, responsive attention to your needs.
- Be supported by Tandigm to collaborate with your practitioners related to your care.
- Receive information from your CCM Team and to have the opportunity to discuss your care with them.
- Be communicated with in a manner that is clear and understandable.
- Ask questions about your health status or care and to have your questions answered.
- Make decisions about your care and have your decisions respected. This also applies to your legally authorized representative, as applicable.
- Know the identity of the individuals involved in your care⁺.
- Access information about Tandigm, the services we provide, and the clinicians and staff you will be working with*.
- Care without discrimination based upon race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, gender expression, marital status, familial status, culture, language, socioeconomic status, domestic or sexual violence victim status, disability, veteran status, source of income, or any other legally protected group status.
- Have your care team respect your privacy and confidentiality. You have the right to have all information, including records, pertaining to your medical care treated as confidential except as otherwise provided by law or certain contractual arrangements.

⁺ Our clinicians’ names and credentials can be found in the [Meet Tandigm - Tandigm Health](#) link on the Tandigm Health website.

* Our Complex Care Management Program brochure, describing services, can be found on the [Patients - Tandigm Health](#) link on the Tandigm Health website.

- Receive written notice that explains how your health information will be used and shared with other healthcare professionals. Information about how your health information may be used is available on our Notice of Privacy Practices[^]. You or your legally authorized representative may, upon written request, have access to information contained in your medical record, unless access is specifically restricted by your practitioner as permitted by law.
- Provide, or decline to provide, requested demographic information for clinical purposes. Provision of demographic information is entirely voluntary. Your decision about whether or not to provide demographic information, and any information that you do provide, will not affect the care or treatment that you receive.
- Give or withhold consent to be recorded, or for Tandigm to use recordings, films, or other images of you for purposes other than your own care, treatment, or patient identification.
- Request a new care team member, speak with a member of your care team, decline some or all of the CCM services offered or provided to you, or disenroll from the CCM Program. To do any of these things, please call us at (844) 898-4448, option 1, and a Tandigm Clinical Coordinator will assist you.
- Voice complaints or grievances about the services that you receive. To do so, please call (844) 710-0004 and specify “Tandigm Care Solutions” with your case. Complaints and grievances may also be reported at: www.lighthouse-services.com/tandigmhealth or by email at: reports@lighthouse-services.com. Complaints and grievances will be reviewed and responded to in a timely manner.

As a patient enrolled in Complex Care Management, **we ask that you:**

- Participate in your treatment and cooperate with your care team.
- Follow treatment recommendations, including taking your medications as prescribed, or let your care team know if or why you feel unable to do so.
- Let your care team know if you have trouble following your care plan. For example, tell your care team if you experience medication side effects, have difficulty getting your medications or taking medications as prescribed, or are unable to make appointments.
- Let your care team know if we have permission to talk with your family and/or caregivers regarding your care. Often, it is important to share information with those who care for you. Your information will be kept confidential, unless otherwise stated.

[^] Our Notice of Privacy Practices can be found on the [Privacy Policy - Tandigm Health](#) link on the Tandigm Health website.

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