

NorthernBridges Member Responsibilities

The services of NorthernBridges depend upon my involvement with my NorthernBridges' Team of a Registered Nurse and Care Manager. Along with the rights I have as a Member of NorthernBridges, **it is my responsibility to:**

- 1.** Provide the staff with correct information regarding my health care needs, finances, and preferences.
 - 2.** Sign a "release-of-information" form so that NorthernBridges can obtain information that I might not readily have available.
 - 3.** Participate in the initial and ongoing development of my plan of care.
 - 4.** Use the providers or agencies that are part of NorthernBridges, unless I and my Team decide otherwise.
 - 5.** Comply with emergency care service procedures.
 - 6.** Report in a timely manner any changes in my personal health (including hospital stays) that might affect my need for services or functional eligibility.
 - 7.** Report in a timely manner any changes in my financial status that might affect my eligibility.
 - 8.** Notify NorthernBridges if I move to a new address or change my telephone number.
 - 9.** Notify NorthernBridges of any planned move out of the service area or a temporary absence.
 - 10.** Work cooperatively and respectfully with staff and caregivers who are helping me achieve my outcomes and to accept services without regard for the provider's race, color, religion, age, gender, sexual orientation or national origin.
 - 11.** Use my Medicare benefits, when appropriate.
 - 12.** Become familiar with the information in the Member Handbook including my rights, and the rules I must follow when enrolled in NorthernBridges.
 - 13.** Talk with my Team if I have any questions and to give my Team information they need to help me achieve the results I want from my care and supports.
 - 14.** Work with my Team to develop and follow a service plan that will meet my needs in a cost-effective manner.
 - 15.** Take care of any durable medical equipment, such as wheelchairs and hospital beds provided to me by NorthernBridges.
 - 16.** Pay any monthly costs on time, including any room-and-board charges I may have.
 - 17.** Let NorthernBridges know as soon as possible when I have questions, suggestions or if I have problems with my payment.
 - 18.** Report fraud or abuse on the part of providers or NorthernBridges' employees.
 - 19.** Not engage in any fraudulent activity or abuse benefits. This may include:
 - Misrepresenting my level of disability, income and asset level, or residency.
 - Selling medical equipment supplied through Family Care.
- *Fraudulent activity may result in disenrollment in Family Care or possible criminal prosecution.*