

Injured Worker Rights and Responsibilities

You have the right:

- To be informed of your rights as an injured worker.
- To be informed of your choices regarding services.
- To know why you were selected for case management services.
- To have input into the case management plan.
- To obtain a copy of your case management plan.
- To refuse treatment or services, including case management services.
- To be notified how your refusal may affect your benefits and/or health outcomes.
- To have your end of life and advance care directives used in your plan, if applicable.
- To obtain information regarding CareWorks' criteria for case closure.
- To be notified when case management services are changed or closed and why.
- To have other approaches used when you, your family, or caregiver are not able to participate in providing information to make sure your needs are met.
- To be notified when information on your claim can be given to a third party under Ohio laws and rules.
- To file a complaint and receive notice of the resolution of your complaint.
- To receive notice of the authorization or denial for payment of medical service.
- To file an appeal if you are not in agreement with a medical treatment decision and receive notice of the resolution of the appeal.
- To receive information concerning workers' compensation benefits, health benefits, and resources for legal and claim questions.

You have the responsibility:

- To choose a doctor and other providers for your care.
- To work with your providers and follow the treatment and return to work plan to which you have agreed.
- To provide accurate and complete information about health complaints, past illnesses, hospitalizations, medication and other information relating to your health.
- To report unexpected changes in your injury to your doctor as quickly as possible.