

eviti, Inc. Consumer Rights and Responsibilities

As a company, eviti, Inc. is committed to helping patients understand treatment choices and making informed decisions about their health care. As a patient, navigating the healthcare system and being a partner in treatment decisions takes time, effort, and support. As a consumer of eviti's services, through eviti's health utilization review services, you have the following rights:

Consumer Rights

1. To be treated with dignity and respect.
2. To expect that all communications and medical records about your care will be treated as confidential and private consistent with state and federal law and with the authority of eviti to use such information to provide its services.
3. To have access to eviti staff for timely responses to questions and requests made for service.
4. To be helped with contacting the correct person at your health plan if eviti cannot answer your question or help you with a need.
5. To be told how to file a complaint by phone or letter.
6. To be told about eviti's policies, including how to file an appeal when asked or be directed to your health plan for appeal instructions if eviti does not handle appeals with your health plan.
7. To be told about the clinical tools used to make decisions to approve, change or deny health care services when asked.

Consumer Responsibilities

1. To know the benefits and services not covered by your health plan.
2. To provide your health care providers with complete and correct information about past illnesses, hospitalizations, medications, and other matters related to your health.
3. When asked, give added information to assist eviti with making an informed decision about your care
4. To treat the eviti staff with respect and dignity.

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