



Health Net Services Informed Consent

Health Net of West Michigan's mission is *Navigating Care. Connecting Resources.*

Health Net's optional services are available at no cost to you to assist with finding community services and working together to solve health and social needs so that you can be as healthy as possible.

Health Net may have received your information from a healthcare provider or community agency where you received services.

You have a right to be informed about the purpose of services being provided to you.

You have a right to decide if you would like to work with Health Net.

Your agreement to work with Health Net and receive services will be gained through verbal consent unless you prefer to provide consent in writing.

Health Net staff are responsible for explaining the purpose of services and requesting your consent to provide services before beginning services. Your verbal consent to work with Health Net will be documented in Health Net's client data management system.

Your information will be shared with your verbal consent and for the purpose of connecting you to services. Your information will not be shared outside of Health Net without your permission. In certain situations, you will be asked to complete a "Release of Information Form" if it is necessary to share sensitive or protected health information to complete referrals. Your information may be shared using technology. No personal information is discussed by text or email.

Health Net may be required to share your information without consent in situations of risk of harm to self or others. Health Net staff are mandated reporters and may be required to provide information on a protective services report or by court order.

You have the right to cancel your consent to services and permission to share information at any time without fear of retaliation. You have the right to submit a complaint at any time.





Client Rights Policy

Health Net of West Michigan wants you to know that you have the right to file a complaint or provide comment regarding the services provided to you. If you would like to file a complaint or share comment about services, please contact Health Net at 616-726-8204 and ask for the VP of Client Services.

Client Rights

Health Net of West Michigan recognizes your rights as a client. This includes:

- asking for limits on how we use and disclose your health information to others
- asking for limits on how we share information with you
- asking us to correct mistakes in your health information
- filing a complaint if you feel your rights have been violated
- right to appeal if you feel services were wrongly terminated
- right to appeal due to ineligibility of services

Health Net of West Michigan also recognizes your right to file a complaint about your experience without fear of retaliation. You have the right to file a complaint if you:

- feel you have been discriminated against
- feel you have been subjected to harassment by Health Net staff
- feel you were not respected by Health Net staff
- or have any other complaints regarding the services provided by Health Net.

Health Net of West Michigan is committed to developing a racism-free culture in which diversity and inclusion matter. We believe in the strength of all aspects of diversity. To create a culture that is accessible and inclusive, we embrace the differences that make each person unique. We understand that there are many types of diversity, including but not limited to: race, color, immigration or citizenship status, ethnicity, national origin, language or accent, sex, sexual orientation, gender identity and expression, age, religion, ability, familial status, marital status, military affiliation and all other categories protected by law.

Filing a Complaint

You (or your authorized representative) can file a complaint with Health Net of West Michigan through written or verbal notice. To file a complaint by phone, call 616-726-8204 and ask for the VP of Client Services. You may also file a complaint by mail by sending a letter to:

Health Net of West Michigan
Attention: VP of Client Services
1115 Ball Ave NE
Grand Rapids, MI 49505

Ready by Five Informed Consent: for expectant parents and children through age five

Kent County's Ready by Five Millage is providing the funding for the services you are receiving. By providing your consent, you understand the following about services that are funded with Ready by Five Early Childhood Millage funds:



Health Net of West Michigan is required to collect information about you and your child.

Health Net of West Michigan will have permission to share the information received during the provision of services on behalf of you and/or your child to agencies that you request for the purpose of (i) coordinating future services, (ii.) to facilitate referrals where warranted, (iii.) to improve and advance the quality of services provided, and (iv.) to promote the identification of additional or supplemental services and programs as appropriate.

If in any follow-up phone calls or visits with a Health Net of West Michigan representative, you wish to receive additional services, you agree that Health Net of West Michigan may make such referrals and exchange your information with the provider of the referred service based upon your verbal or written consent. You are giving permission that will allow Health Net of West Michigan to receive updates on you and your child regarding the programs where you have accepted services.

Your information will be shared with the Kent County Health Department, Kent ISD and First Steps Kent for the purposes of community reporting, program improvement and evaluation. All reports made publicly available to the community by Health Net of West Michigan, Kent County Health Department and First Steps Kent will not name you or your child nor include any information that would allow people to determine that you or your child received a millage- funded service.

The type of information that Health Net of West Michigan will be collecting for Ready by Five Millage reporting includes:

- For child and parent/caregiver information including name, address, birth date, gender identity, race/ethnicity, health insurance type, WIC enrollment, education, employment status, marital status, involvement of welfare services (if applicable), household income, and primary language spoken.
- Information on services received such as date, location, type of service, child development screening result received, and satisfaction with services.
- Information on referrals to services and resources and if your family received requested service or resources.

You may cancel this consent form at any time by sending a cancellation request in writing to Health Net of West Michigan at the following address: 1115 Ball Ave NE, Grand Rapids MI 49505, Attn: Privacy Officer.

A more specific description of how your information will be shared and used for the purposes of Ready by Five Early Childhood Millage can be found as part of the Ready by Five Privacy Notice on the First Steps Kent website at <http://www.firststepskent.org/readybyfiveprivacy>