

Humana Healthy Horizons in Louisiana

Member rights and confidentiality



Per the Louisiana Department of Health Behavioral Health Services Provider Manual, the following must be included in records* (at a minimum):

- Forms that are reviewed, dated, signed by and given to the member and/or responsible party (if applicable) that address the following:
 - Member rights, including rights to confidentiality and privacy
 - Psychiatric advance directive
 - Medical advance directive
 - Consent for treatment/informed consent, including consent to deliver telemedicine/telehealth services, which must include the following:
 - Rationale for using telemedicine/telehealth in place of in-person services
 - Risks and benefits of telemedicine/telehealth, including privacy-related risks
 - Possible treatment alternatives and those risks and benefits
 - Risks and benefits of no treatment
- Forms that include documentation they have been reviewed with, and given to, the member and/or responsible party (if applicable)

* This does not apply to behavioral health personal care services and crisis response services providers. Please see the Louisiana Department of Health Behavioral Health Services Provider Manual for requirements applicable to these providers.

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