

# Wellness Program Participant Rights and Responsibilities

 **Creo Wellness, LLC (Creo Wellness) has policies to protect your rights as a health screening program participant. Program participants have the right to:**

- Be treated with good manners and respect by Creo Wellness program staff.
- Ask questions and request information about the program you take part in.
- Ask questions and request information about Creo Wellness and the services we provide to your employer, our staff qualifications, and any relationships we have with other companies related to the program that you take part in by
  - Emailing [participantengagement@creochange.com](mailto:participantengagement@creochange.com).
  - Calling 1-844-600-7851.
  - Chatting via our live chat link at [www.creochange.com](http://www.creochange.com) or mobile dashboard.
- Authorize and consent to release of your protected health information to whom you would like.
- Share complaints with Creo Wellness, know how to use the complaint process, and know when you can expect to hear back from Creo Wellness about how your complaint was resolved. To receive more information about how to file a complaint,
  - Email [participantengagement@creochange.com](mailto:participantengagement@creochange.com);
  - Call 1-844-600-7851; or
  - Chat via our live chat link at [www.creochange.com](http://www.creochange.com) or mobile dashboard.
- Choose not to take part in the program. You can also unenroll or leave the program at any time, subject to the rules of your employer's wellness program.
- Be notified of the availability of participant rights and responsibilities information.
  - Creo Wellness informs participants of the availability and distribution of participant rights and responsibilities information in the Participant FAQs provided to employers for distribution before the program begins.
- Know the following information about privacy and security rights under Creo Wellness, LLC, federal, and state provisions:
  - Creo Wellness is subject to the privacy and security requirements under the Health Insurance

Portability and Accountability Act (HIPAA) and does not disclose your personal health information results except as required or permitted by HIPAA. *Creo Wellness, LLC's Notice of Privacy Practices is available on [www.creochange.com](http://www.creochange.com) or by request.*

- Creo Wellness does not advertise, market, or promote products or services for sale to people who take part in the program.
- Creo Wellness has no financial arrangements with other organizations to advertise or market products, goods and services for sale to people who take part in the program.

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## You have the responsibility to

- Follow all the rules of the program, especially the rules of safety, privacy, and security.
- Notify Creo Wellness of any concerns you have about safety, privacy, security, or customer service.
- Ask questions about the program, including what to expect and how to participate in the program.
- Give Creo Wellness all information that is required for you to take part in the health screening program, based on the rules of your employer's wellness program, including but not limited to your full name, date of birth, mailing address, phone number, email address (if available), and your doctor's name and phone number in case a test result suggests the need for urgent medical attention.

## For more information

**Contact Creo Wellness Participant Engagement at [participantengagement@creochange.com](mailto:participantengagement@creochange.com) or 1-844-600-7851, Monday – Friday, 9:00am – 5:00pm Eastern.**

