

Provider Rights and Responsibilities

Providers have certain rights as defined by their licensure and participation in group health plans specifically associated with the medical management services that they coordinate with. Providers also have specific responsibilities for cooperating with those who assist their patients with medical management.

Your rights:

- To be treated with respect and dignity and without discrimination.
- To receive patient-specific information in a prompt, courteous, and responsible manner.
- To receive feedback on patient satisfaction as needed to promote the quality of care and care coordination.
- To be informed of the scope of services and processes of the health plan's medical management services, including the evidence-based treatment guidelines, and to participate in the patient's plan of care.
- To receive timely and pertinent communication regarding a patient's involvement in the program.
- To be notified of an increase in a patient's symptoms or a variation in their adherence to the treatment plan.
- To request that a patient not participate or cease participation in any medical management program provided by the health plan for any reason.
- To lodge a verbal or written complaint regarding a patient's involvement in the program.
- To receive information regarding medical management staff, their qualifications, and any contractual relationships.
- To decline participation or stop participation in programs and services offered.
- To know which personnel are responsible for managing medical management services for the individual patient and from whom to request a change.
- To be supported by the organization to make decisions interactively with the medical management staff regarding health care.
- To be informed of all medical management-related treatment options included or mentioned in clinical guidelines, whether covered or not by the sponsoring organization, and to discuss these with treating practitioners, the patient, and the medical management staff.
- To have personal identifiable data and medical information kept confidential.
- To be aware of procedures used to ensure privacy and confidentiality.
- To communicate complaints and receive instructions the complaint process.

Your responsibilities

- To thoroughly discuss the claimant's diagnoses, tests, and treatments with the claimant using appropriate health literacy level.

Medical Management Programs

Includes Disease Management and Case Management



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- To notify the claimant of non-office hour coverage, keeping good patient records, and informing the claimant of services not covered by insurance.
- To recognize when his or her knowledge is limited and asking for a second opinion.
- To develop a partnership with the claimant in the pursuit of wellness.
- To cooperate with the health plans efforts to communicate interventions and information necessary to carry out medical management services for conditions where patient self-care efforts are significant.
- To treat the staff of the health plan with respect and courtesy.
- To assist the patient in developing a disease-specific action plan.
- To strive, as the patient's advocate, to practice evidence-based medicine (EBM) based on the most recent guidelines.
- To inform a patient of all available and appropriate treatment options.