

## Provider Rights and Responsibilities

### Helping you and your patients

The Condition Management Program is designed to support physicians' relationships with their patients and enhance their ability to provide evidence-based care. Recognizing that the physician-patient relationship is at the heart of patient care, we have designed the program with the following goals:

- to enhance the ability of physicians to provide integrated care for their patients;
- to provide members with evidence-based information so they can understand their diagnoses and their options; have meaningful dialogues with their physicians; actively participate in making care decisions with their physicians; and learn to care for themselves according to their physicians' care plans;
- to promote integration of care among members and their families, physicians, social workers, and community resources;
- to provide physicians with actionable information (e.g., opportunities for improving the effectiveness of testing and treatment) and benchmarks against which to compare their practices.

### What providers can expect from the Condition Management Program: Rights and responsibilities

The Condition Management Program values the importance of the physician-patient relationship and respects the rights of physicians. The program is based on open and collaborative communication between you, your patients, and the Condition Management Program staff. The Condition Management Program is a voluntary program for our eligible members and is provided to them at no cost.

As a provider, you have a right to:

- request information about Condition Management Program services, staff, and contractual associations;
- learn how the Condition Management Program supports and works interactively with you and your patients in making informed, shared health care decisions;
- contact the Condition Management Program and receive information from the Health Coach interacting with your patient (this includes information on your patient's healthcare goals, plan of care, and other information for the purposes of treatment or care coordination for your patient);
- be treated courteously and respectfully by the Condition Management Program staff at all times.

We encourage you, as a provider, to keep up-to-date on Condition Management Program services and programs and share this information with patients who may benefit from the program.

We invite you to communicate any feedback or concerns, request individual member information, or refer a member for health coaching by calling **1-888-YOUR-AH1 (1-888-968-7241)**.