How We Coordinate Care

CDPHP® uses industry-standard utilization management procedures to assure that our members’ care is coordinated and appropriate.

As a leading health care company, CDPHP does more than pay medical bills. We want to be sure that our members are receiving the right care at the right time, in a coordinated, cost-effective manner.

- **Case management**—Helps members coping with complex medical problems, such as chronic health issues, a new diagnosis, or an acute, short-term problem. A CDPHP nurse case manager or social worker is just a telephone call away. Staff members can work with you and your doctor, answer questions about your medical problems, and advise you about your medications, diet, or other needs. If this service would be helpful to you, please call 1-888-942-3747.

- **Prior authorization**—Hospital stays and certain other services (including out-of-network care if your plan does not ordinarily cover it) must be preauthorized. You or your doctor may request authorization by calling the CDPHP resource coordination department at 1-800-274-2332. Each request is reviewed for medical necessity and compliance with our guidelines.

- **Concurrent and retrospective review**—If you are in an inpatient setting, CDPHP monitors the care you receive and assists with discharge planning. We may review care after it has been delivered, checking claims and medical records and seeking information from your physician to be sure that services were appropriate.

Protecting Your Privacy

Your protected health information (PHI) is kept strictly confidential. CDPHP will not share it except as needed to administer your coverage or comply with laws. We will not release your PHI to your family or employer without your written authorization. Our business partners and vendors also protect your privacy.

Within CDPHP, access to information is restricted to those employees who need it to provide services. Physical, electronic, and procedural safeguards protect your records. All employees, committee members, and outside auditors are required to sign confidentiality statements.

When We May Use or Disclose PHI

- We may disclose information to doctors and providers involved in your care.
- We will use PHI to determine whether your care is necessary and appropriate, pay claims, and respond to complaints and appeals.
- We may use member information for targeted health-related mailings (such as diabetes care reminders).
- CDPHP may disclose your PHI in response to a court order, subpoena, or other governmental request.

You may obtain a copy of your PHI by writing to CDPHP.

Our Notice of Privacy Practices appears at www.cdphp.com and is published yearly in our member newsletters.

**Discrimination Is Against the Law**

Capital District Physicians’ Health Plan, Inc. (CDPHP®) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**Multi-language interpreter Services**

ATENCIÓN: Si habla otro idioma que no es el inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación de miembro (TTY: 711).

注意：如果您使用的語言不是英語，您可以免費獲得語言援助服務。請致電您會員ID卡上的電話（聽力障礙電傳：711）。

Capital District Physicians' Health Plan, Inc. | CDPHP Universal Benefits, Inc. | Capital District Physicians' Healthcare Network, Inc. 17-4320
Rights and Responsibilities Statement

Capital District Physicians’ Healthcare Network, Inc.

The National Committee for Quality Assurance (NCQA) sets standards for health plans to ensure member rights and responsibilities. It is NCQA’s recommendation that all CDPHN members receive a statement of their member rights and responsibilities both upon enrollment and annually thereafter.

In an effort to comply with these standards, Capital District Physicians’ Healthcare Network, Inc. (CDPHN) would like to suggest distribution of the following statement to your newly enrolled and current CDPHN members:

Capital District Physicians’ Healthcare Network, Inc. members have the right to the following:

1. To receive information about CDPHN, its services, its practitioners and providers, and member rights and responsibilities.
2. To be treated with respect and recognition of their dignity and right to privacy.
3. To participate with practitioners in making decisions about their health care.
4. To have a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
5. To voice complaints or appeals about CDPHN or the care it provides.
6. To make recommendations regarding the CDPHN member rights and responsibilities policy.

Capital District Physicians’ Healthcare Network, Inc. members have the following responsibilities:

1. To supply information (to the extent possible) that CDPHN and its practitioners and providers need in order to provide care.
2. To follow plans and instructions for care that they have agreed to with their practitioners.
3. To understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
Thousands of Doctors to Serve You

Find the right provider or facility for you.

Go online

Go to findadoc.cdphp.com. Then follow these three easy steps:

1. Enter your location.
2. Select your plan.
3. Select a category from the drop-down box. You can also enter a provider, facility, or group name.

**NARROW YOUR SEARCH RESULTS** Choose from one of the options shown on the left side of the results page, including gender, specialty, hospital affiliation, and language.

**DOWNLOAD THE APP** The My CDHP® Mobile app helps you find the nearest doctor, hospital, or health care facility within your network while on the go. You can also access important benefit information and view your member ID card. Visit www.cdphp.com/mobile and download it today!

**NEED ADDITIONAL HELP?** Call CDHP at 1-800-777-2273 and a friendly member service representative can provide you with details on our network, or send you a directory.

Try Doctor On Demand®

You can visit a doctor from the comfort of home through your mobile device or computer. Doctor On Demand treats many medical and mental health conditions and is available 24/7. Learn more at www.DoctorOnDemand.com or download the free app today.

**TIPS**

All members are encouraged to maintain a doctor-patient relationship with a physician of internal medicine, family practice, general practice, or (in the case of children) pediatrics.

Call your doctors’ offices to confirm their participation with CDHP.

**Discrimination is Against the Law**

Capital District Physicians’ Health Plan, Inc. (CDPHP®) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**Multi-language Interpreter Services**

ATENCIÓN: Si habla otro idioma que no es el inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación de miembro (TTY: 711).

注: 如果您使用的语言不是英语，您可以免费获得语言援助服务。请致电您的ID卡上的电话（听力障碍用户：711）