



## PROVIDER RIGHTS AND RESPONSIBILITIES

### **Rights:**

- To be informed of your patient's admission to a disease management program unless member provides APS Healthcare with verbal or written notification that they do not wish to have the treating provider notified.
- To be informed, upon request, of your patient's level of participation in the disease management program, including refusal to participate.
- To receive updates of your patient's healthcare needs, as identified by the ACCESS Plus Health Coach.
- To receive information on clinical practice guidelines utilized in the disease management program.
- To receive educational information (which may include CME training), upon request, utilized in the disease management program.
- To provide input in the design of the disease management program.
- To be informed of your patient's discharge from the disease management program.
- To speak with your patient's ACCESS Plus Health Coach, if desired.

### **Responsibilities:**

- Where applicable, to inform your patient of the availability of a disease-specific program, administered in conjunction with the disease management program.
- To respond to the ACCESS Plus Health Coach or ACCESS Plus Medical Director concerning urgent situations involving your patient enrolled in the disease management program.
- To collaborate with the ACCESS Plus Health Coach concerning your patient's care plan, including goals, interventions, barriers and outcomes, if requested by APS.

*The term 'ACCESS Plus Health Coach' refers to a licensed clinical professional employed by APS Healthcare to work with disease management program members. An ACCESS Plus Health Coach may be a registered nurse, respiratory therapist, and/or dietician; as applicable per contracted program requirements.*