

Policy Name: Patient Notification Policy (HHP-05)

Effective Date:

Approved by the Board: [June 26, 2013]

Previous Versions: None

Approval Signature: 

Name: Douglas Kwock, M.D.

Title: President/Chair

Definitions:

"HHP" means Hawai'i Health Partners, LLC.

"HHP Patient(s)" means an individual who is enrolled in a health plan or product sponsored or administered by a commercial or government health care insurer or any self-insured health plans that have contracted with HHP to participate in quality and incentive programs related to the furnishing of medically necessary items and services to such individual.

"HHP Payor" means a commercial health care insurer, governmental payor or self-insured health plan that has contracted with HHP with respect to accountability for the quality, cost and overall care of furnished to its members or enrollees.

"Participation Agreement" means a written agreement with HHP to provide covered services to HHP Patients and includes any joinder agreement(s) signed by individual providers as part of a provider group.

"Primary Care Provider" means any physician or allied health professional who qualifies as a primary care provider in accordance with the terms of such individual's Participation Agreement.

"Provider" means a physician or allied health professional who has been credentialed and approved by the Board as a participant with HHP and has not had his or her Participation Agreement terminated.

Purpose:

The purpose of this Policy is to define the procedures for notifying HHP Patients of their Providers' participation in HHP.

Policy / Procedure:

HHP believes transparency is an important aspect of patient centeredness and patient engagement to help improve quality and lower the cost of care. Adequately informing HHP Patients about their Primary Care Provider's participation in HHP's accountable care arrangement (the "Program") can promote more informed patient choice and a stronger relationship between HHP Patients and their health care providers. It is therefore HHP's policy that each of its Primary Care Providers communicates with their

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HHP Patients in a timely and effective manner regarding their participation in the Program. Each Primary Care Provider shall:

- 1) Post a standardized HHP sign in each of the Primary Care Provider's office(s) to notify HHP Patients that the Primary Care Provider is participating in the Program; or
- 2) Make available standardized written notices regarding participation in the Program, which notice shall be prepared by HHP for distribution to HHP Patients; or
- 3) Notify each HHP Patient (either orally or in writing) at the point of care that HHP and the Primary Care Provider are participating in the Program.

Related Documents:

Distribution: