

# 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.

- ▶ **Care 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**—Certain services (including out-of-network care if your plan does not ordinarily cover it) must be preauthorized to ensure coverage. To check if your service requires a prior authorization, you or your doctor can contact the CDPHP resource coordination department at 1-800-274-2332. If your service has a prior authorization requirement, your provider can submit a request for review of medical necessity and compliance with our guidelines by utilizing our Utilization Review Prior Authorization Form. This form can be accessed by your provider via the provider portal.
- ▶ **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 only use or disclose such information in accordance with law or with your 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](http://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）。