




CIPA Western New York IPA, Inc.  
A Partnership for Medical Excellence

<b>Policy Name:</b> Rights of Practitioners regarding Disease Management Program	<b>Policy Number:</b> 005-2009	
<b>Effective Date:</b> April 13,2009 March 25, 2010	<b>Revised Date:</b>	<b>Reviewed Date:</b> March 26, 2009 February 25, 2010
<b>Implemented By:</b> V.P. , Medical Affairs CIPA	<b>Signature:</b> 	

**Purpose:** To provide a mechanism in which practitioners know what they can expect when they work with the Catholic Independent Practice Association (CIPA) Disease Management Program

**Policy:**

- The practitioner has the right to obtain information about CIPA's organization, including programs and services provided in conjunction with the sponsoring organization, its staff and its staff's qualifications and any contractual relationships.\*
- The practitioner has the right to be informed of how CIPA coordinates its interventions with treatment plans for individual patients
- The practitioner has the right to know how to contact the person responsible for managing and communicating with the practitioner's patients. \*\*
- The practitioner has the right to be supported by CIPA to make decisions interactively with patients regarding their care
- The practitioner has the right to receive courteous and respectful treatment from CIPA's staff
- The practitioner has the right to communicate complaints to CIPA.

\* CIPA disease management program does not have a sponsoring organization as the disease management is conducted at and by the physician office. Should circumstances change whereby CIPA disease management program has a sponsoring organization, then this right would be applicable

\*\* The CIPA disease management program allows a pharmacist to have contact with patients but only upon referral by the physician's office. This is in contrast to the health plan or independent disease management program whereby patients are contacted by the plans or independent program staff based on claims identification and without physician knowledge unless otherwise reported to the physician by the health plan/independent disease management program.