



# Consumer Protection

## A Provider's Guide to HUSKY Health Member Rights and Responsibilities





# Learning Objectives

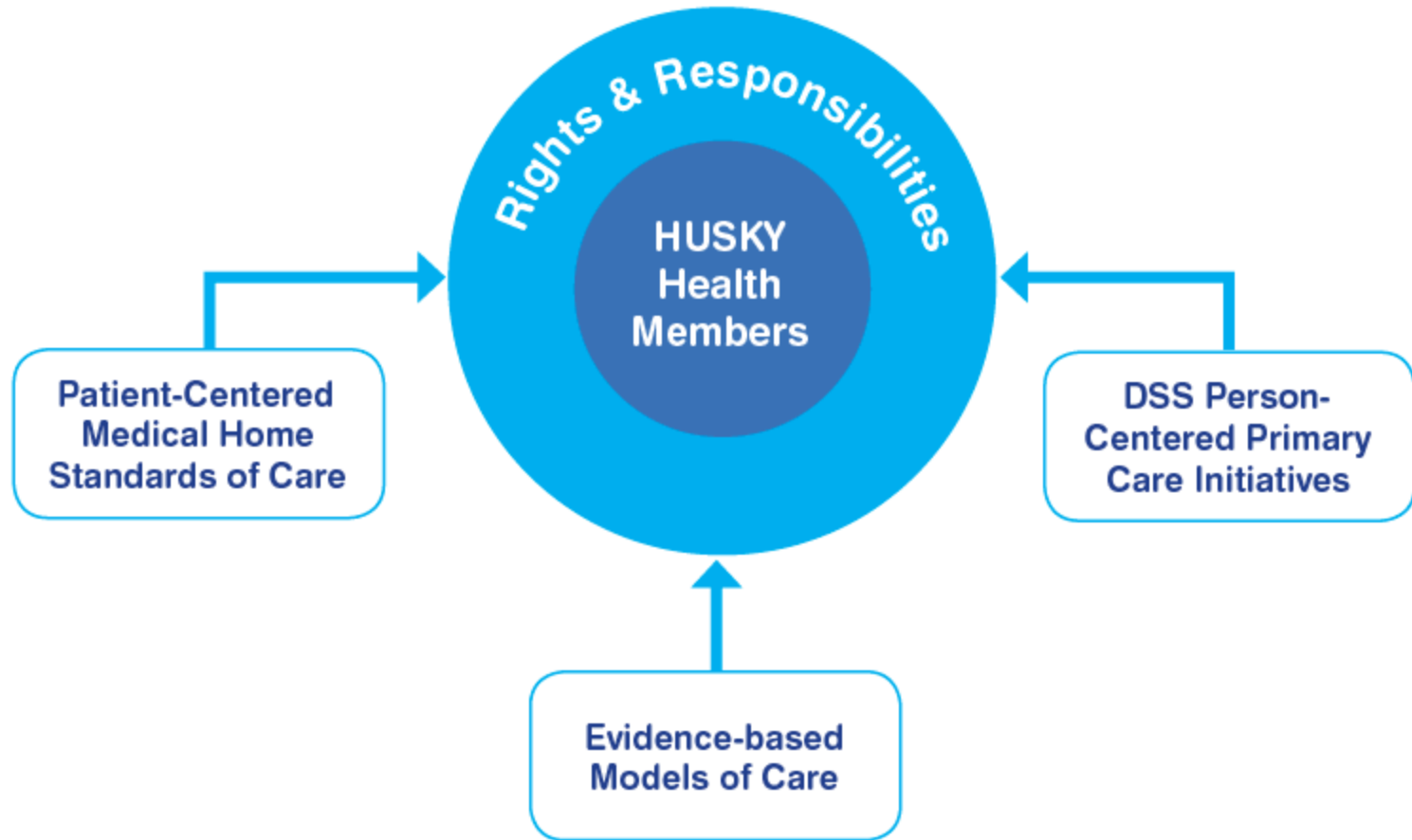
- Introduce Consumer Protection, a primary care initiative of the Department of Social Services (DSS) Person-Centered Medical Home (PCMH) Program
- Inform providers about HUSKY Health member rights and responsibilities
- Describe the member and provider grievance processes
- Learn about Community Health Network of Connecticut, Inc. (CHNCT) resources to assist HUSKY Health members



# Connecticut PCMH Model of Healthcare Delivery

- Consumers, providers, advocates, and workgroups collaborated to define person-centeredness as the framework within Connecticut
- Person-centeredness focuses on providing the member with needed:
  - **Support** required to make fully informed decisions about care options
  - **Assistance** to actively participate in self-care and care planning

# CT PCMH Improved Care Experience



# PCMH

## Primary Care Initiatives

- **Consumer Protection**
- Early and Periodic Screening, Diagnostic and Treatment (EPSDT)
- Health Equity
- Smoking Cessation



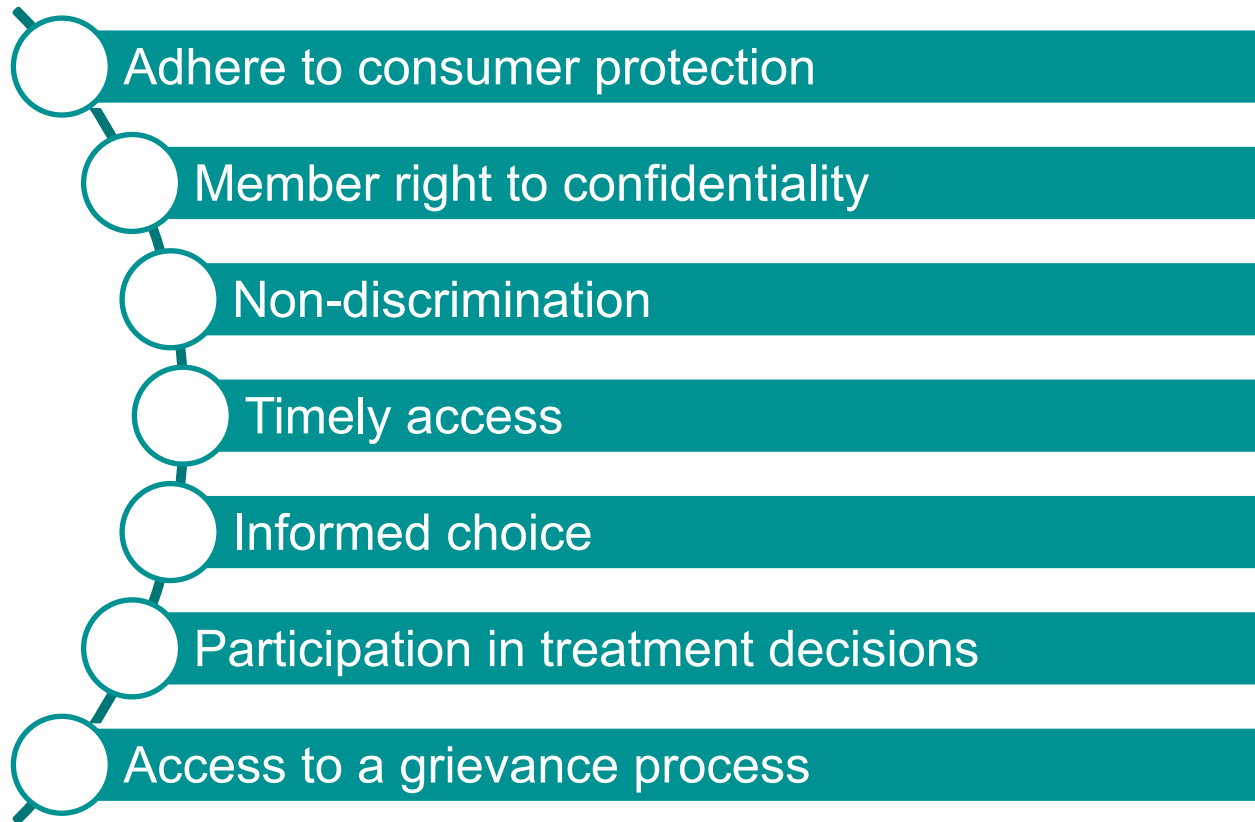


# PCMH Consumer Protection Definition

The Department of Social Services (DSS) recognizes that Connecticut's HUSKY Health program members deserve timely access to healthcare needs, are empowered to make informed choices, and actively participate in treatment decisions.

This ensures that every member is treated as a person first in a non-discriminatory fashion, where their right to confidentiality and access to a grievance process is first and foremost. This philosophy coupled with protecting HUSKY Health members through their member rights and raising awareness of their responsibilities is at the core of Consumer Protection.

# Consumer Protection Components





# Positive Impact of Consumer Protection for Providers

- Improves member satisfaction measured through member survey results
- Helps to ensure quality of services
- Minimizes lawsuits, grievances, and poor provider ratings/reviews
- Aligns with national quality organizations and their standards of care



# Member Rights: Confidentiality

- Be treated with respect, dignity, and regard for your privacy
- Correct or change your Protected Health Information and restrict how it is used



# Member Rights: Non-discrimination

- Receive services regardless of race, color, religion, gender, sexual orientation, age, cultural and ethnic background, or status as a HUSKY Health recipient
- Be free from retaliation
- Receive interpretation services
- Confidently exercise your rights



# Member Rights: Timely Access

- Get care or information about your care in a timely manner
- Choose or change your provider
- Receive active assistance in obtaining an appointment with a specialist



# Member Rights: Informed Choice

- Receive complete and comprehensive information about your treatment options, regardless of cost or benefit coverage, and have the opportunity to discuss those options with your provider
- Receive complete and comprehensive information on any financial incentives that might influence the care that you receive from your provider
- Receive a second opinion
- Request and review your medical records with your provider
- Learn about your medical benefits and how to use them



# Member Rights:

## Participation in Treatment Decisions

- Take an active part in planning your care and treatment decisions
- Refuse treatment, except when that treatment is required by law
- Make an advanced directive
- Contact your provider to advocate for medical services

# Member Rights: Access to a Grievance Process

- Make a complaint, grievance, and appeal
- File an appeal if the authorization of goods or services is partially or fully denied, suspended, reduced, or terminated



# Member Responsibilities

- Respect the dignity and privacy of others
- Choose a Primary Care Provider (PCP)
- Get regular preventive care
- Follow the plan of care that you agreed upon with your providers

# Member Responsibilities (cont.)

- Discuss your care with your PCP before seeking care from a specialist unless it is an emergency, pregnancy-related or for family planning
- Keep your appointments, or let your provider know at least 24 hours in advance if you need to cancel or reschedule





# Member Responsibilities (cont.)

- Give your providers and HUSKY the information they need to better serve you
- Carry your HUSKY Health cards
- Notify HUSKY Health and your DSS worker if you change your address or phone number



# Member Responsibility – No-Show

- Keep your appointments, or let your provider know at least 24 hours in advance if you need to cancel or reschedule
  - PCMH Standard for Access - monitoring no-show rates
  - Quality Improvement Goal - act on identified opportunities to improve access and decrease no-show rates
  - Improve access to care at practice
  - Increase provider/staff satisfaction
  - Assist with addressing barriers to care

# Grievances

- What constitutes a grievance?
  - A complaint or dissatisfaction
- Who can file a grievance?
  - Member
  - Provider



# Types of Member Grievances

- A grievance can be filed by a member for:
  - Delayed access/wait times
  - Provider access/no access
  - Quality of provider services
  - Quality of CHNCT services
  - Financial
  - Any other reason for complaint or dissatisfaction



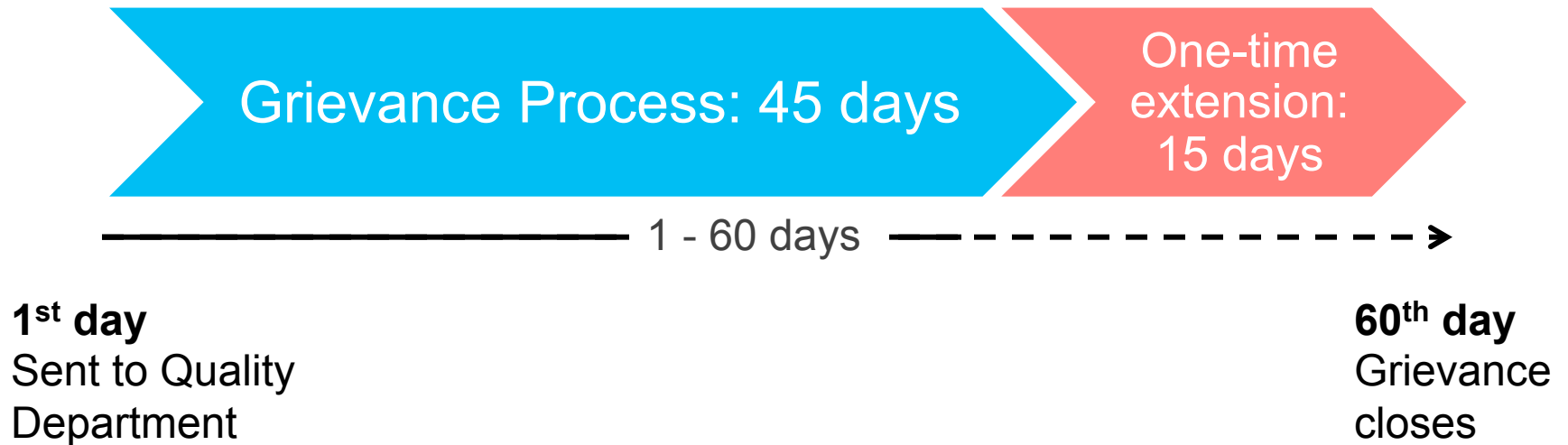
# Filing a Member Grievance

- Members can file a grievance via:
  - Member Engagement Services
  - CHNCT Nurse
  - CHNCT Provider Representative
  - Mail, email, or fax to CHNCT
- Information needed to file a grievance:
  - Name of person the grievance is against, if applicable
  - Date of incident
  - Main concern

# Member Grievance Process

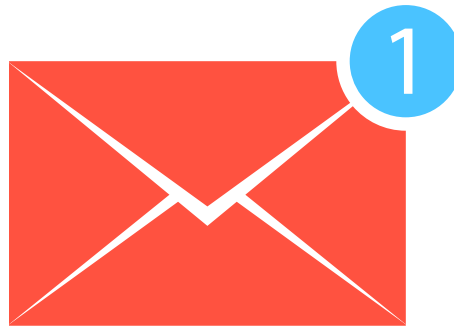


# Member Grievance Timeline



# Notifying Members of Outcome

- Members will be notified if grievance is not filed anonymously
- If no name is provided, grievance is managed as “track and trend”





# Types of Provider Grievances

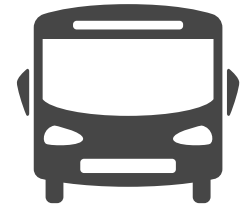
- Grievance against member
  - Inappropriate behavior
  - No-show
  - Non-compliance with treatment plan
- Claims
- Demographic updates
- Enrollment issues

# Types of Provider Grievances: CHNCT Services

- CHNCT Services:
  - Materials (lack of, quality, etc.)
  - Intensive Care Management
  - Provider Engagement Services/Provider Representative
  - Secure Provider Portal
  - Prior Authorizations

# Types of Provider Grievances - Other

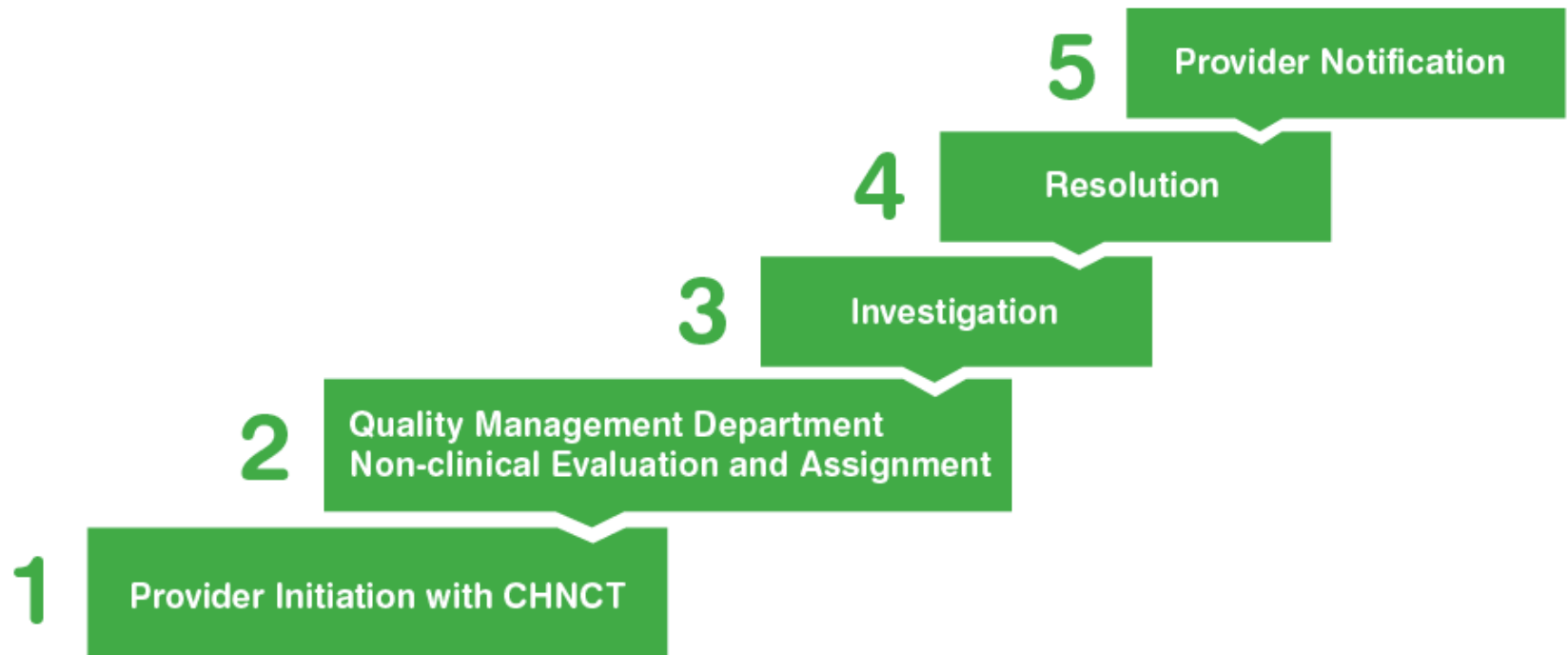
- Other:
  - Non-Emergency Medical Transportation
  - Pharmacy
  - Fraud
    - Members
    - Other providers



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# Provider Grievance Process



# Provider Grievance Timeline



Grievance Process: 45 days



1 - 45 days

**1<sup>st</sup> day**  
Sent to Quality  
Department

**45<sup>th</sup> day**  
Grievance  
Closes

# Provider Role in Consumer Protection

- Provide open access to members
- Notify members of financial responsibility
- Comply with HIPAA law
- Demonstrate cultural awareness
- Identify member language barriers



# Provider Role in Consumer Protection (cont.)

- Maintain office professionalism
- Ensure safety and upkeep appearance of office and/or facility
- Assist members with referrals to specialists





# How to File a Grievance

- **File a grievance by telephone:** Call Member Engagement Services: 1.800.859.9889
- **Mail grievance to:**  
HUSKY Health Program  
Attn: Member Engagement Services  
11 Fairfield Blvd.  
Wallingford, CT 06492
- **Fax grievance to:** 1.203.265.2806  
Attn: Member Engagement Services
- **E-mail a grievance:** Go to [www.ct.gov/husky](http://www.ct.gov/husky). Click "***For Members***," followed by "***Contact Us***." You can then click the link "***to send us a secure email***."
- **If you feel that HUSKY Health has not resolved your grievance, you can mail it to DSS:**  
Department of Social Services  
Division of Health Services  
55 Farmington Ave.  
Hartford, CT 06105
- **You can also contact the Office of Healthcare Advocate:** Call 1.866.466.4446

# CHNCT Resources for No-shows

- For Member Missed Appointments Forms, visit:  
[http://www.huskyhealthct.org/providers/provider\\_updates.html](http://www.huskyhealthct.org/providers/provider_updates.html)
- Select either:
  - Member Missed Appointments Online Form
    - Complete and submit the form online through the secure provider portal
  - Member Missed Appointments Form PDF
    - Complete the form and fax to Provider Engagement Services at 203.265.3590 or email: [providernoshowreport@chnct.org](mailto:providernoshowreport@chnct.org)

# Consumer Protection Pamphlet

If you have questions about Member Rights and Responsibilities, or building more effective patient partnerships throughout your practice, please call HUSKY Health Provider Engagement Services at 1.800.440.5071.

**Thank you for being a valuable Connecticut Medical Assistance Program Provider for the Medicaid community.**

## A Provider Guide to *HUSKY Health Member Rights and Responsibilities*



**At HUSKY Health we want to work with Providers to empower patients to take a greater role in their health.**

Research shows that patient outcomes improve when patients and providers work together! Effective partnerships are formed when all parties involved have an understanding of their rights and responsibilities.

An essential part of that partnership is understanding and using Member Rights and Responsibilities on a daily basis.



This brochure was created by the Department of Social Services and Community Health Network of Connecticut, Inc. to support the goals of the Consumer Bill of Rights.

### References

<sup>1</sup> US Department of Health and Human Services. *National Healthcare Quality Report*. Rockville (MD): Agency for Healthcare Research and Quality; 2005. Available from: <http://archive.ahrq.gov/qual/nhqr05/nhqr05.pdf>

### Member Rights...

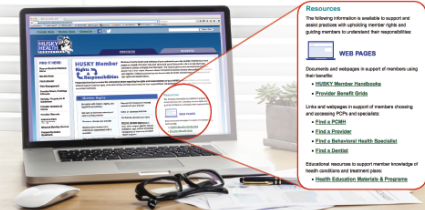
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- Get care or information about your care in a timely manner
- Choose or change your provider
- Receive active assistance in obtaining an appointment with a specialist
- Take an active part in planning your care and treatment decisions
- Receive complete and comprehensive information about your treatment options, regardless of cost or benefit coverage, and have the opportunity to discuss those options with your provider
- Receive complete and comprehensive information on any financial incentives that might influence the care that you receive from your provider
- Refuse treatment, except when that treatment is required by law
- Receive a second opinion
- Receive interpretation services
- Request and review your medical records with your provider
- Make an advanced directive
- Confidently exercise your rights
- Receive services regardless of race, color, religion, age, cultural and ethnic background, or status as a HUSKY Health recipient
- Make a complaint, grievance, and appeal
- Be free from retaliation
- Learn about your medical benefits and how to use them
- Correct or change your Protected Health Information and restrict how it is used
- Contact your provider to advocate for medical services
- File an appeal if the authorization of goods or services is partially or fully denied, suspended, reduced, or terminated

### Member Responsibilities...

- Give your providers and HUSKY the information they need to better serve you
- Choose a primary care provider (PCP)
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The HUSKY Health website contains links to resources that will further and expand upon these member rights and responsibilities. Visit [www.huskyhealth.com](http://www.huskyhealth.com), click "For Providers," then "Member Rights & Responsibilities."



**Resources**  
This resource navigation is available to support and assist providers with applying member rights and other provider responsibilities for reimbursement.

**WEB PAGES**

Providers can navigate to support of members using the website:

- HUSKY Member Dashboard
- Provider Benefit Guide

Links are available to support of members through the website (PCP and specialists):

- Data & PCP
- Data & Specialist
- Data & Behavioral Health Specialist
- Data & DSS

Additional resources to support member knowledge of health services and insurance policies:

- Health Education Materials & Posters

# Consumer Protection Poster

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[Click here to download the poster](#)

# Consumer Protection Webpage

## HUSKY Member Rights & Responsibilities

We know that the health and wellness of your patients is your top priority. Patients have more access to medical information than ever before and part of the provider role is to help them best understand, assess, and apply that information. The result is patients who are empowered to take a greater role in their health. Research shows that patient outcomes improve when patients and providers work together.<sup>1</sup> Effective partnerships are formed when all parties involved have an understanding of their rights and responsibilities.

Please take the time to review the information below regarding the rights and responsibilities of your HUSKY patients. When an entire practice works in support of patient rights, while also holding members accountable for their responsibilities, the partnership you form gives patients a more active role in their healthcare.

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Contact your provider to advocate for medical services

File an appeal if the authorization of goods or services is partially or fully denied, suspended, reduced,

### Resources

The following information is available to support and assist practices with upholding member rights and guiding members to understand their responsibilities:



#### WEB PAGES

Documents and webpages in support of members using their benefits:

- [HUSKY Member Handbooks](#)
- [Provider Benefit Grids](#)

Links and webpages in support of members choosing and accessing PCPs and specialists:

- [Find a PCMH](#)
- [Find a Provider](#)
- [Find a Behavioral Health Specialist](#)
- [Find a Dentist](#)

Educational resources to support member knowledge of health conditions and treatment plans:

- [Health Education Materials & Programs](#)

CHNCT's Intensive Care Management (ICM) program supports members with complex health issues to access the care they need and follow through on care plans:

- [Intensive Care Management \(ICM\) Program](#)

[Click here to visit the Consumer Protection webpage](#)



# Contact Us

- Community Practice Transformation Specialist Team:
  - By email: [pathwaytopcmh@chnct.org](mailto:pathwaytopcmh@chnct.org)
  - By phone: 203.949.4194

