

Appendix K

Provider's Bill Of Rights

PROVIDER'S BILL OF RIGHTS

Each CCN network provider who contracts with a CCN to furnish services to the members shall be assured of the following rights:

- A Health Care Professional, acting within the lawful scope of practice, shall not be prohibited from advising or advocating on behalf of a member who is his/her patient, for the following:
 - The member's health status, medical care, or treatment options, including any alternative treatment that may be self-administered.
 - Any information the member needs in order to decide among all relevant treatment options.
 - The risks, benefits, and consequences of treatment or non-treatment.
 - The member's right to participate in decisions regarding his/her health care, including the right to refuse treatment, and to express preferences about future treatment decisions.
- To receive information on the Grievance, Appeal and State Fair Hearing procedures.
- To have access to the CCN's policies and procedures covering the authorization of services.
- To be notified of any decision by the CCN to deny a service authorization request, or to authorize a service in an amount, duration, or scope that is less than requested.
- To appeal on behalf of a Medicaid/CHIP member to a state fair hearing a CCN action to deny, reduce or suspend medically necessary services.
- The CCN's provider selection policies and procedures must not discriminate against particular providers that serve high-risk populations or specialize in conditions that require costly treatment.
- To be free from discrimination for the participation, reimbursement, or indemnification of any provider who is acting within the scope of his/her license or certification under applicable State law, solely on the basis of that license or certification.
- To dispute any issue or dispute that arises between a provider and a CCN that is not the result of a provider acting on behalf of an enrollee in the grievance and appeal process and is related to unique administrative functions of the CCN.