

# 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 value company, CDPHP does more than pay medical bills. We strive to be sure that our members are receiving the right care at the right time, in a coordinated, cost-effective manner.

- ▶ **Case 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. These staff can work with you and your doctor, answer questions about your medical problems, and advise you about your medications, diet, or other needs.
- ▶ **Prior authorization**—Hospital stays and certain other services (including out-of-network care if your plan does not ordinarily cover it) must be preauthorized. You or your doctor may request authorization by calling the CDPHP resource coordination department at 1-800-274-2332. Each request is reviewed for medical necessity and compliance with our guidelines.
- ▶ **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 not share it except as needed to administer your coverage or comply with laws. We will not release your PHI to your family or employer without your written 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.

Capital District Physicians' Health Plan, Inc.  
Capital District Physicians' Healthcare Network, Inc.  
CDPHP Universal Benefits,® Inc.

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**A plan for life.**