

Disease Management Programs Participating Provider Rights and Responsibilities

1. You have the right to know about philosophy and characteristics of the disease management program created by and offered through Blue Cross and Blue Shield of Kansas.
2. You have the right to publicly reference disease management information via the BCBSKS website: www.bcbsks.com.
3. You have the right to receive administrative information regarding changes or termination of the disease management program.
4. You have the right to access disease management clinical guidelines and provide input via email to dmmanager@bcbsks.com.
5. You have the right to submit ideas for program improvement or to express a concern/complaint by sending an email to dmmanager@bcbsks.com or by sending mail to: BCBSKS, Attn: Disease Management, 1133 SW Topeka Blvd, Topeka, KS 66629.
6. You have the responsibility to partner/support the disease management program with the goal to improve the health and well-being of the shared patient/member.
7. You have the right to know which of your patients are participating in our disease management program.
8. You have the responsibility to make all decisions concerning medical treatment. Our disease management program is not a source of emergency medical care.
9. You have the responsibility to exchange clinical data (history and physical, lab results, etc.) for coordination of care opportunities in accordance with state and federal law.
10. You have the right to receive correspondence from our disease management department regarding your patient's routine/emergent/urgent medical needs including the care plan, key areas that need provider support including medication reconciliation, and any gaps in care or need for team-based coordinated care/communication.
11. You have the responsibility to respond to the member's questions/concerns as members are referred to you for needs outside the disease management department's hours of operation.
12. You have the responsibility to coordinate care among the member's various health care providers.
13. You have the responsibility to provide accurate contact information and to notify our disease management department regarding pertinent changes in this information.
14. You have the right to review disease management outcomes that are tracked to aid in understanding the importance of the requested lab data or information via the BCBSKS website: www.bcbsks.com.
15. You have the right to a return call from disease management staff within the next business day. The toll-free number, 1-800-520-3137, is accessible 24/7 and messages may be left any time. The disease management department's business hours are from 8:00 a.m. to 4:30 p.m., Monday through Friday.