

APS DISEASE MANAGEMENT PROGRAM

Provider Rights and Responsibilities

Rights:

- ◆ To be informed of your patient's admission to a disease management program; if member provides APS Healthcare (APS) with verbal consent to contact treating provider.
- ◆ To be informed, upon request, of your patient's level of participation in the disease management program, including refusal to participate.
- ◆ To receive updates, upon request, of your patient's healthcare needs, as identified by the APS Health Coach.
- ◆ To decline collaboration on your patient's care plan, as developed by an APS Health Coach using the proprietary care coordination tool, CareConnection®.
- ◆ To receive information, upon request, on clinical practice guidelines utilized in the disease management program.
- ◆ To receive educational information, upon request, utilized in the disease management program.
- ◆ To refuse any notifications concerning the disease management program.
- ◆ To provide input in the design of the disease management program, if requested by APS.
- ◆ To be informed, upon request, of your patient's discharge from the disease management program.
- ◆ To speak with your patient's APS Health Coach, if desired.

Responsibilities

- ◆ Where applicable, to inform your patient of the availability of a disease-specific program, administered in conjunction with the disease management program.
- ◆ To respond to the APS Health Coach or APS Medical Director concerning urgent situations involving your patient enrolled in the disease management program.
- ◆ To collaborate with the APS Health Coach concerning your patient's care plan, including goals, interventions, barriers and outcomes, if requested by APS.



The term 'APS Health Coach' refers to a licensed clinical professional employed by APS Healthcare to work with disease management program members. An APS Health Coach may be a registered nurse, respiratory therapist, and/or dietician; as applicable per contracted program requirements.