

# UPMC HEALTH PLAN

**Where you belong.**



## **Practitioner Rights** Regarding Health Management Programs Offered by UPMC Health Plan

UPMC Health Plan practitioners **have the right to:**

- ▶ Have information about UPMC Health Plan, its programs and services, its staff and their qualifications and any contractual relationships
- ▶ Decline to participate or work with the Health Plan's programs and services for their patients if contractually possible
- ▶ Be informed of how the Health Plan coordinates its interventions with treatment plans for individual patients
- ▶ Know how to contact the person responsible for managing and communicating with the practitioner's patients
- ▶ Be supported by the Health Plan to make decisions collaboratively with patients regarding their care
- ▶ Receive courteous and respectful treatment from the Health Plan staff
- ▶ Communicate complaints to the organization