**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