

RESPONSIBILITIES APPLICABLE TO ALL PROVIDERS

Our providers must fulfill their roles and responsibilities with the highest integrity. We lean on their extensive health care education, experience and dedication to our members.

There are a number of responsibilities applicable to all Anthem Blue Cross providers. Responsibilities include the following:

- After-hours services
- Eligibility verification
- Collaboration
- Confidentiality
- Continuity of care
- Licenses and certifications
- Mandatory reporting of abuse
- Medical records standards and documentation
- Office hours
- Open clinical dialog/affirmative statement
- Oversight of non-physician practitioners
- Prohibited activities
- Provider contract terminations
- Termination of ancillary provider/patient relationship
- Updating provider information
- Fully complying with all terms and conditions of the DHCS contract including ownership and control disclosures, audits and inspections of subcontractors, and monitoring activities related to care coordination, data reporting and other functions

PROHIBITED ACTIVITIES

- Billing eligible members for covered services
- Segregating members in any way from other persons receiving similar services, supplies or equipment

- Discriminating against Anthem Blue Cross members or Medicaid participants

Note: Services should always be provided without regard to race, religion, sex, color, national origin, age or physical/behavioral health status.

EMERGENCIES

The answering service or after-hours personnel must ask the member if the call is an emergency. In the event of an emergency, the member must be immediately directed to dial 911 or to proceed directly to the nearest hospital emergency room.

If the PCP's staff or answering service is not immediately available, an answering machine may be used. The answering machine message must instruct members with emergency health care needs to dial 911 or go directly to the nearest hospital emergency room. The message must also give members an alternative contact number so they can reach the PCP or on-call provider with medical concerns or questions.

NETWORK ON-CALL PROVIDERS

Anthem Blue Cross prefers that our PCPs use network providers for on-call services. When that is not possible, the PCP must help ensure that the covering on-call physician or other professional provider abides by the terms of our provider contract.

COLLABORATION

Providers share the responsibility of giving respectful care and working collaboratively with Anthem Blue Cross specialists, hospitals, ancillary providers, and members and their families. Providers must permit members to participate actively in decisions regarding medical care including, except as limited by law, their decision to refuse treatment.

MANDATORY REPORTING OF CHILD ABUSE, ELDER ABUSE OR DOMESTIC VIOLENCE

Providers must ensure that office personnel have specific knowledge of local reporting requirements and procedures to make telephone and written reports of known or suspected cases of abuse.