

February 11, 2011

VillageHealth Statement of Practitioner Support (Provider Rights and Responsibilities)

Dear VillageHealth Provider,

VillageHealth is committed to partnering with healthcare practitioners to deliver high quality care to plan members. As part of this commitment, our goal is to ensure open, timely communication with practitioners. Although specific areas of support are outlined below, practitioners can contact the VillageHealth Medical Director, VillageHealth Nurse and other VillageHealth staff at 1-877-586-1648 about any issue. You can also visit us on the web at www.villagehealthca.com.

1. Program Information. During the implementation process, VillageHealth will provide information about its programs and services, assigned staff, staff qualifications, and contractual relationships. Following the implementation process, this information will be available by request at any time.
2. Program Participation. Unless otherwise stated in their agreement with the health plan, practitioners may opt out of program participation.
3. Coordination of patient care. VillageHealth will make sure practitioner knows which VillageHealth staff is primarily responsible for day-to-day care coordination of the practitioner's patients. VillageHealth will send the practitioner a written care plan for each patient followed by updates regarding specific issues encountered during implementation of the plan. The practitioner will also receive regular reports showing patient outcomes compared with regional and national benchmarks.
4. Contact information for primary VillageHealth support staff. VillageHealth will provide the practitioner with the contact information for the nurse responsible for managing and communicating with the practitioner's patients. VillageHealth nursing staff can be reached 24 hours per day, 7 days per week.
5. Decision making support. VillageHealth will actively support the practitioner in making decisions interactively with their patients. This includes provision of a written care plan, episodic issues reports, and quarterly outcomes reports to the provider.
6. Professional conduct. VillageHealth employees provide courteous service and respectful treatment for practitioners, their staff, and their patients.
7. Complaint resolution. VillageHealth will provide clear, timely resolution of any practitioner issues. Practitioners can raise issues either by calling 1-909-382-4569 or by addressing correspondence to the address below:

VillageHealth
685 Carnegie Drive, Suite 125
San Bernardino, Ca 92408