



February 2003

## Physician Notice—Health Partners 2003 Formulary on Website

The Health Partners Pharmacy and Therapeutics Committee has reviewed and approved the Formulary for 2003 and posted it on our website. The only change to the new formulary is the addition of seven medications that were evaluated through 2002. The new medications are:

<b>Axert</b>	<b>Elidel</b>	<b>FemHRT</b>	<b>Levaquin</b>	<b>Ortho-Evra</b>
<b>Pravachol</b>	<b>Starlix</b>	<b>Trileptal</b>	<b>Zelnorm</b>	

Simply click on [www.healthpart.com](http://www.healthpart.com). Go to the section marked “Info for Providers” and then “2003 Formulary” to access the information in its entirety.

Please call our Pharmacy Department at 215-991-4300 with questions/feedback. If you have suggestions for additions to the Formulary, please submit these requests in writing to our Pharmacy Department. Requests for additions to the formulary will be reviewed by the P&T Committee. Health Partners will continue to update the formulary quarterly and communicate the changes to you in a timely manner.

## 2003 Clinical Practice and Preventive Care Guidelines

For your reference, the **Health Partners Clinical and Preventive Care Guidelines** are posted on our website at [www.healthpart.com](http://www.healthpart.com) (see “Info for Providers”). The guidelines and standards are reviewed annually to ensure that they are based on current established standards of medical practice. They are approved by the Health Partners Quality Management Committee prior to distribution to the network.

Clinical Practice Guidelines outline management of chronic conditions, including diabetes, congestive heart failure, asthma, HIV, and STDs. Preventive Care Guidelines ensure appropriate preventive care and screening for all pediatric, adolescent, adult, well elderly, and OB/GYN patients.

If you would like a hard copy of the Guidelines, please call our Provider Helpline at 215-991-4350 or 888-991-9023. Thank you for your ongoing focus on these standards.

## **Practitioners Can Review Credentialing Information**

Practitioners have the right to review the information submitted to Health Partners in support of their credentialing/recredentialing. This request must be submitted in writing to Kathy Stratton, Health Partners Credentialing Manager, at Health Partners, 833 Chestnut Street, Suite 900, Philadelphia, PA 19107.

## **Providing Appropriate Medical Care for our Members**

We are committed to providing our members with access to the most appropriate medical care available. Health Partners ensures that authorizations of service are determined according to Health Partners approved benefits and medical necessity. All contracted physicians and providers, along with employees and management staff who deal with utilization review, are advised of Health Partners' medical management principles.

- Utilization management decisions regarding benefits covered by Health Partners are based only upon the appropriateness of care and services for the member and on existence of coverage.
- Health Partners does not directly or indirectly reward physicians, providers or any other individuals participating in utilization review decisions for denying or limiting coverage or service.
- Health Partners does not provide financial incentives for utilization management decision-makers that result in the under-utilization of care or service.

## **Health Partners Member Rights and Responsibilities**

Health Partners ensures that members and providers are advised of member rights and responsibilities. These are communicated in many ways, including information in the Member Handbook, Member Newsletter and Provider Manual.

Our providers also play an important role in protecting the rights of members, especially with regard to the safeguarding of members' personal health information and medical records. All Health Partners' provider contracts contain a provision titled "Safeguarding of Information." This paragraph states that you may not use or disclose any information concerning any Health Partners member in a manner prohibited by law. In addition, this agreement states that any other financial or proprietary information may not be disclosed except as required by regulating agencies, including the Department of Public Welfare, or by law.

The Health Partners Statement of Member Rights and Responsibilities is posted on [www.healthpart.com](http://www.healthpart.com) (see "Info for Members"). If you would like a hard copy of this statement or have questions, please call our Provider Helpline at 215-991-4350 or 888-991-9023.