AmeriHealth

Connections℠ Health Management Program: Additional physician information

Helping you and your patients

The Connections Health Management Program is designed to support physicians' relationships with their patients and enhance their ability to provide evidence-based care. Recognizing that the physician-patient relationship is at the heart of patient care, the program has been designed with the following goals:

- to enhance the ability of physicians to provide integrated care for their patients;
- to provide members with evidence-based information so they can understand their diagnoses and their options; have meaningful dialogues with their physicians; actively participate in making care decisions with their physicians; and learn to care for themselves according to their physicians' care plans;
- to promote integration of care among members and their families, physicians, health plan case managers, social workers, and community resources;
- to provide physicians with actionable information, e.g., opportunities for improving the effectiveness of testing and treatment, and benchmarks against which to compare their practices.

What providers can expect from the Connections Health Management Program: Rights and responsibilities

The Connections Health Management Program values the importance of the physician-patient relationship and respects the rights of physicians. The program is based on open and collaborative communication between you, your patients, and Connections Health Management Program staff. The Connections Health Management Program is a voluntary program for our eligible members and is provided to them at no cost.

As a provider, you have a right to:

- request information about Connections Health Management Program services, staff, and contractual associations;
- learn how the Connections Health Management Program supports and works interactively with you and your patients in making informed, shared health care decisions;
- contact the Connections Health Management Program and receive information from the Health Coach interacting with your patient (this includes information on your patient's health care goals, symptom response plan, adherence data, and other information for the purposes of treatment or care coordination for your patient);
- be treated courteously and respectfully by the Connections Health Management Program staff at all times.

As a provider, you have the following responsibilities:

- to support your patient in the Shared Decision-Making® approach for collaborative decision-making;
- to keep up-to-date on Connections Health Management Program services and programs and share this information with patients who may benefit from the program;
- to review program information and reports, such as the SMART® Registry, to improve the care of your patients with chronic illness.

We invite you to communicate any feedback or concerns, request individual member information, or refer a member for Health Coaching by calling the Connections Program Provider Support Line toll-free at 1-866-866-4694. A Connections Provider Service Specialist will return your call within two business days. Connections Health Management Program Provider Service Specialists are available to provide information Monday through Friday, 8:30 a.m. to 5 p.m. If you would like a Connections Health Management Program representative to visit your office to tell you more about the program, please call the toll-free number listed above.

Shared Decision-Making® is a registered trademark of the Foundation for Informed Medical Decision Making. Used with permission.
SMART® Registry is a registered trademark of Health Dialog Services Corporation. Used with permission.