

## VII. Compliance Department

The Beacon Health Options Corporate Compliance Department ensures that the CT BHP/Beacon CT are compliant with contractual and regulatory requirements, HIPAA standards, contractual obligations and company policy and procedures.

### HONORING HUSKY HEALTH MEMBER RIGHTS

Providers must respect the rights of HUSKY Health members they serve and support HUSKY Health members in fulfilling their responsibilities.

### HUSKY HEALTH MEMBER RIGHTS

HUSKY Health members served through the CT BHP have the right to:

- Be treated with dignity and respect
- Know about the CT BHP and how business is done including, but not limited to:
  - Names and titles of staff members
  - Services covered by the benefit plan, and
  - Rights and responsibilities as a HUSKY Health member
- Know about the HUSKY Health providers including, but not limited to:
  - Names
  - Clinical licenses
  - Specialties
  - Addresses
  - Phone numbers
  - Office hours, and
  - Demographic information such as race or gender (if available)
- Expect that their diagnosis, treatment information and other HUSKY Health member-related information be kept confidential. However, sometimes the law requires the release of such information. The CT BHP will only release information to others about a HUSKY Health member's diagnosis and treatment if the HUSKY Health member, or the HUSKY Health member's legal guardian signs a release of information authorizing the disclosure or if there is an emergency situation that requires the release of information
- Participate with their HUSKY Health provider(s) in decision-making regarding their health care
- Talk with their HUSKY Health provider about the best treatment options for their condition, regardless of the cost of such care, or benefit coverage
- Tell the CT BHP what they think their rights and responsibilities as a HUSKY Health member should be
- Voice complaints about CT BHP or the care provided
- Appeal if they disagree with a decision made by the CT BHP about their care
- Have anyone they choose speak for them in contacts with the CT BHP with a signed release of information form completed
- Know about covered services and benefits offered under their plan, and how to seek these services
- Receive timely care consistent with their need for care
- Know all the facts about any charge or bill they receive no matter who is making payment
- Be free from any form of restraint or seclusion as a means of coercion, discipline, retaliation or convenience
- Change their selected provider at any time without the need for stating a reason
- Receive an explanation from their HUSKY Health provider of the process for giving informed consent prior to the start of treatments or procedures requiring such informed consent
- Access their medical records, including the right to request to amend or correct their medical records, when applicable
- Know the measures that will be utilized to ensure confidentiality of their personal health information
- Expect that CT BHP has policies and procedures to determine who may authorize the release of personal health information, and who may have access to this information when they lack the ability to give consent

- Approve or deny the release of personally identifiable or personal health information that is beyond the standard consent already agreed to when the HUSKY Health member applied for and enrolled in their health benefit plan. In such instances, the CT BHP will specify the information to be released when requesting this consent, and
- Exercise the rights described above without any adverse effect on their treatment by the CT BHP and its participating HUSKY Health providers

## **HUSKY HEALTH MEMBER'S RESPONSIBILITIES**

HUSKY Health members have the responsibility to:

- Learn about their condition and work with their HUSKY Health provider to develop a treatment and recovery plan for their care
- Follow the plans and instructions for care they have agreed to with their HUSKY Health provider and by asking questions if directions, instructions, medications, or procedures are not understood
- Notify the Department of Social Services and their HUSKY Health provider of changes. This includes an address or phone number change
- Assist their HUSKY Health provider in assessing any medical or behavioral health needs by providing complete and accurate information about medical history, hospitalizations, medications and other relevant matters pertaining to their health
- Be considerate of their HUSKY Health provider, their staff and property, and respect the comfort of other HUSKY Health members, and
- Read the Member Handbook, which explains the benefits the HUSKY Health member is entitled to receive and the HUSKY Health member's responsibilities. Questions may be directed to the benefit program's Customer Service department

As an integral part of respecting Husky Health member's rights, CT BHP Husky Health providers must inform Husky Health members of their right to file a complaint or appeal or request a Fair Hearing. In addition, Husky Health providers should train those staff members that have the most direct contact with HUSKY Health members on how to assist Husky Health members in filing a complaint or appeal or requesting a Fair Hearing.

## **CONFIDENTIALITY, PRIVACY & SECURITY OF IDENTIFIABLE HEALTH INFORMATION**

HUSKY Health providers are: (a) expected to comply with applicable federal and state privacy, confidentiality and security laws, rules and/or regulations, including without limitation the federal *Health Insurance Portability and Accountability Act of 1996 (HIPAA)* and the rules and regulations promulgated thereunder, and 42 C.F.R. Part 2; and (b) responsible for meeting their obligations under these laws, rules and regulations, by implementing such activities as monitoring changes in the laws, implementing appropriate mitigation and corrective actions, and timely distribution of notices to HUSKY Health members, government agencies and the media when applicable. In the event that Beacon Health Options receives a complaint or becomes aware of a potential violation or breach of an obligation to secure or protect HUSKY Health member information, Beacon Health Options will notify the HUSKY Health provider utilizing the general complaint process, and request that the HUSKY Health provider respond to the allegation and implement corrective action when appropriate. HUSKY Health providers must respond to such requests and implement corrective action as indicated in communications from Beacon Health Options.

*HUSKY Health Providers* and their business associates interacting with Beacon Health Options staff should make every effort to keep *protected health information* secure. If a HUSKY Health provider does not use email encryption, Beacon Health Options recommends sending *protected health information* to Beacon Health Options through an inquiry in *ProviderConnect* or by secure fax.