

**Objective:**

To ensure an ongoing process for Department of Medical Assistance Programs (DMAP) Member education and information sharing that includes orientation to Tuality Health Alliance (THA), the Member Handbook and all health education opportunities available.

**Policy:**

- I. THA provides Member education through a variety of information sharing sources that encompasses the following:
  - A. Orientation to THA is provided through the THA Member Handbook and Welcome to THA Member letter. Orientation information included in the Member Handbook is:
    1. The availability of Exceptional Needs Care Coordination (ENCC) for members with special health care needs and a description of the program.
    2. Education on appropriate use of Emergency Services and Urgent Care Services
    3. Prevention practices and Chronic Disease self management
    4. Interpreter Services
    5. Referral system including prior authorization requirements
    6. Complaints and fair hearing process
    7. Member rights and responsibilities
  - B. The New Member Welcome Packet is mailed out within 30 days of enrollment with THA unless one of the following occurs:
    1. No valid address is identifiable
    2. No telephone number is provided
    3. The Department of Human Services is unable to assist in locating the member
  - C. Sufficient information for the member to make an informed decision about Primary Care Provider (PCP) selection, medical decisions, and rights and responsibilities.
- II. THA will provide all OHP members with a THA-OHP Handbook that will provide at a minimum the following information:
  - A. Location (s), office hours and availability of physical access for DMAP members with disabilities to THA offices.

- B. Telephone numbers including TTY for Members to call for more information and telephone numbers relating to the information listed below:
  - 1. Member's choice and use of Primary Care Physicians (PCPs)
  - 2. Use of THA's appointment system
  - 3. Use of THA's referral process including how to obtain benefits, including authorization requirements
  - 4. How and when to access Emergency and Urgent Care services including information on Post-Stabilization Care Services related to an Emergency Medical condition that is provided after a Member is stabilized, improved or resolved the Member's condition
  - 5. Information on THA's complaint process and fair hearing procedures
  - 6. Information on the Member's possible responsibility for charges including Medicare deductibles and coinsurances if they go outside of THA for non-emergent care and charges for non covered services
  - 7. Information on transitional procedures for new THA Members to obtain prescriptions, supplies and other necessary items and/or services in the first month of enrollment with THA if they are not able to meet with their PCP
  - 8. Information on what services can be self-referred.
  - 9. Information on Advance Directives
  - 10. Requesting information on physician incentives
  - 11. How to obtain copies of their clinical record and the possibility they may be charged a reasonable copying fee
  - 12. How to obtain transportation for emergent and non-emergent services
  - 13. Explanation on the amount, scope and length of covered and non covered services in sufficient detail to ensure member understands the benefits to which they are entitled
  - 14. Information on THA's prescription drug benefit plan
  - 15. Information on THA's confidentiality policy
  
- C. THA Provider Handbook is mailed within 30 calendar days of new member enrollment. The Provider Handbook includes at a minimum:
  - 1. Name, locations, telephone numbers of and non-English languages offered by current providers, including information on THA PCPs that are not accepting new members. This also includes information on PCPs, specialists and hospitals in THA's coverage area.
  - 2. Information on any restrictions on member's freedom of choice among participating providers.
  
- III. THA staff will provide member education regularly via:
  - A. Quarterly newsletters- these newsletters include but are not limited to the following:
    - 1. Specific health care procedures

2. Instruction in self-management of health care
  3. Promotion and maintenance of optimal health care status
  4. Disease and accident prevention
- IV. THA Member Handbook is reviewed at least annually and revised as necessary.
- V. THA Providers are responsible to furnish information to patients that are designed to assist the patient (or responsible party) in compliance with their treatment plans.
- VI. THA Providers are responsible to instruct the patient (or responsible party) in: self management of chronic conditions, disease prevention, accident prevention, and promotion and maintenance of optimal health care status. The provider or appropriate staff can furnish information.
- A. The information can be in the form of discussion, written material, available videotapes and/or encouragement to attend available education courses, or programs.
  - B. Providers and staff shall provide health education in a culturally sensitive manner in order to communicate most effectively with individuals from non-dominant cultures.
  - C. All education efforts by providers and staff shall be documented in the patient chart.
  - D. PCP's will incorporate education on disease and accident prevention into all routine physicals and other encounter opportunities where appropriate. PCP's emphasize wellness and healthy lifestyle activities.
- VII. PCPs incorporate education on disease and accident prevention into all routine physicals and other encounter opportunities where appropriate. PCPs emphasize wellness and healthy lifestyle activities.
- VIII. PCPs provide information to the patient or caregiver that allows the patient opportunities to self manage chronic conditions and/or comply with treatment plans.
- IX. PCPs encourage patients to seek health education through available resources. PCP offices will maintain information on available resources related to specific patient needs.
- X. Patients who are scheduled for medical procedures receive verbal or written information regarding the procedure in advance and have an opportunity to ask any questions concerning the procedure and possible complications or risk factors.

- XI. PCP offices maintain an adequate supply of handout materials on topics relevant to patient care.
- XII. PCPs and staff document in the patient chart all educational efforts and the educational format taken. At the next patient encounter, compliance with educational process should be queried and documented.

References: OAR 410-141-0300

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**THA Plan Director**

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**THA Medical Director**