



Notice to Our Patients

Our Practice is participating with Baycare Health Partners, a Risk Bearing Provider Organization, for certain Health Insurance Plans*

What is a Risk Bearing Provider Organization (RBPO)?

- An RBPO is a group of doctors and other health care providers who work together with certain health plans* to give you high quality service and care at the right time in the right setting. Our practice is participating in an RBPO with Baycare Health Partners (*Baycare*[®])
- Your doctor has agreed to participate in an RBPO with certain health plans* and to work closely with other doctors and health care providers in the RBPO to coordinate care for patients like yourself.
- Our practice may recommend that you see particular doctors for your specific health needs. You benefit because your doctors will be part of a better coordinated team.

RBPOs Don't change Your Health Plan Benefits.

An RBPO is not a health plan. Contact your health plan if you have questions about your health plan benefits, referral or authorization procedures, health plan provider network, cost-sharing, medical necessity of treatments or services, or other coverage issues.

Questions?

- **If you have questions or concerns about your care, you can talk with our practice at any time.**
- If you are a patient of an RBPO, and our practice is unable to resolve your concern about your doctor's decision related to referrals, timely access to specialty treatment or services, or other concerns about limitations of care, you have the right under Massachusetts Law to make a complaint to your RBPO, and use an appeals process to resolve your complaint.
- Call your health plan first to learn if you are a patient of an RBPO with access to this RBPO appeals process. Medicare and MassHealth beneficiaries are not eligible for this RBPO appeals process.
- Your RBPO cannot review appeals related to health plan issues. If you are dissatisfied with a decision on your health plan's coverage of services, or if you have a complaint about your care under your health plan, call your health plan. If you are not sure which appeals process to use, your health plan can assist you with most questions.
- You can contact RBPO Appeals at *Baycare*[®] to ask about this appeals process or to file a complaint related to your doctor's decision on a referral. You can choose a person (such as a spouse, family member, friend, attorney or legal guardian) to act as your representative to help you with your complaint. You must designate your representative in writing.

You may file a complaint by contacting *Baycare*[®] in the following ways:

- To file a complaint by phone- 413-794-9864
- To file a complaint in writing- Baycare Health Partners, Attn. RBPO Appeals
101 Wason Avenue, Suite 200, Springfield, MA 01107
Fax: 413-787-5235

Baycare[®] will give you a written answer to your complaint in fourteen (14) days. If your complaint involves urgent medical needs, they will give you a written answer in three (3) days.

For more information or questions, call 413-794-9864. For more information on your right to make a complaint, contact the Massachusetts Office of Patient Protection at 800-436-7757.

*Members of the following commercial plans may be eligible for this RBPO appeals process: HMO Blue Plans; Health New England Fully Funded HMO; Unicare Basic, PLUS, or Community Choice State Plans. Call your health plan to learn if this RBPO Appeals process applies to you.