



CCHP Medicare Annual Member Notice 2014

CCHP Received a 4-Star Rating – Two Years in a Row

Once again, Chinese Community Health Plan (CCHP) received a 4-Star Rating from the Centers for Medicare and Medicaid Services (CMS), a federal agency that administers the Medicare program. It is a way of saying CCHP is doing a good job.



At CCHP, we are proud to be among the few Medicare Advantage health plans in our service area to receive a 4-Star Rating. Medicare evaluates plans based on a 5-Star rating system. Star Ratings are calculated each year and may change from one year to the next.

We thank our members for recognizing the quality of service CCHP and our doctors and providers are delivering year after year.

CMS uses surveys that some of you may have completed last year as sources for awarding the rating. Not all members are surveyed.

In the next few months, some members will receive a request to complete surveys which will be used as a factor in determining next year's Star Rating:

- **Consumer Assessment of Healthcare Providers & Systems (CAHPS) Survey** – The CAHPS survey asks you about your experiences with CCHP and your doctors. This is your chance to say how you feel about the services you receive.
- **Health Outcomes Survey (HOS)** – The HOS survey asks you to report your overall health and any illnesses and outcomes of your treatments in order to see how well CCHP helps to coordinate your care.

If you receive a survey, it is important that you complete it. If you feel that CCHP is doing a good job, be sure to say so. This will help CCHP to continue to provide the quality of service that you have come to expect from us.

If you need help with the survey, please contact Member Services.

No Incentives for Utilization Decisions

In order to ensure that all authorization decisions are fair, CCHP uses pre-established rules to make these decisions. CCHP reviewers who use these guidelines receive no financial benefits to approve or deny any service. Members may request to see these rules by contacting our Member Services.

Fraud Awareness

You are one of the first lines of defense against Medicare fraud. There are many ways you can help CCHP combat fraud, waste and abuse:

1. Report services or items that you have been billed for, but did not receive. You can review your plan statement and be on the lookout for this scheme:
 - Make sure you received the services or items billed.
 - Check the number of services billed.
 - Ensure the same service has not been billed more than once.
2. Medical transport services are sometimes necessary, but be aware that some ambulance companies are inappropriately billing Medicare billions of dollars each year. These suspect medical transport companies may bill for services that you may not have received; such as oxygen, cardiac monitoring, and more. If you suspect a medical transport company has committed fraud, you must report the matter in order to protect yourself and your health care benefits.
3. Be on the lookout for fraudulent schemes such as:
 - People going door to door to sell you health-care items or services (only your doctor knows what you need).
 - People calling you to ask for your Medicare or health plan numbers.
 - People offering you money or other incentives for health care services you don't need.
 - People using your Medicare or health plan member number for reimbursements of services you never received.
4. You can protect your identity and your benefits:
 - Never give out your Social Security, Medicare, health plan numbers, or banking information to someone you don't know.
 - Carefully review your Plan Statement to ensure all the information is correct.
 - Know that free services DO NOT require you give your plan or Medicare number to anyone.

To discuss benefit, coverage or claims payment concerns, contact Member Services.

To report suspected fraud, waste, or abuse, please call the CCHP confidential Corporate Compliance Hotline at 1-415-955-8810.



Notice of CCHP Privacy Practices and HIPAA

CCHP and its affiliated health care providers appreciate the opportunity to provide health care benefits to you and your family. CCHP understands the importance of privacy, and we are committed to maintaining the confidentiality of your medical information. We abide by the Health Insurance Portability and Accountability Act (HIPAA), a law that protects the privacy, confidentiality, and security of your health information.

HIPAA consists of several parts, which include the Privacy Rule and the Security Rule. The Privacy Rule gives you the rights over your health information and sets rules and limits on who can review your health information. It applies to all forms of protected health information, whether electronic, written, or oral. The Security Rule protects health information in electronic form and requires entities covered by HIPAA to ensure that electronic protected health information is secure.

HIPAA also requires that you receive a “Notice of Privacy Practices” from CCHP to help you understand when and how your protected health information is used and released, as well as your rights and what to do if you feel your privacy rights have been breached and to whom you can complain.

In the course of providing the health benefit programs that we administer or offer, CCHP must collect, use, and disclose protected health information. This information is considered confidential and private. It is protected against unlawful use and disclosure. The “Notice of Privacy Practices” can be viewed on our website at www.cchphmo.com/medicare. You may also request a paper copy of the notice by contacting Member Services.

Know Your Healthcare Rights

It is important that you know your healthcare Rights and your Responsibilities as a member of CCHP.

All CCHP Members have the right to:

1. Courteous and considerate treatment; to be treated with respect and recognition of their dignity and right to privacy.
2. Receive information about CCHP, its services, its practitioners/providers, and members' rights and responsibilities.
3. Make recommendations regarding CCHP's member rights and responsibilities policy.
4. Be informed about their available health plan benefits, including a clear explanation about how to obtain services.
5. Receive appropriate preventive health services as indicated in their Evidence of Coverage (EOC).
6. Receive upon request, names, specialties and titles of the professionals responsible for their care.
7. Amend their own health care information that CCHP has when they consider it is incorrect or incomplete.
8. Participate with practitioners in the decision making regarding their health care.
9. Inspect and copy their own medical information used to make decisions about their health care.
10. Request a confidential or candid discussion with CCHP's qualified Medical Management staff regarding one's health matter and appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
11. Receive reasonable information regarding the risk for a given treatment, the length of disability and the qualifications of the care provider prior to giving consent for any procedure.
12. Additional medical or surgical opinions from out-of-network providers, in situations when your treating physician or the Plan feels this would be helpful in determining a diagnosis or course of treatment (with an approved referral).
13. Be represented by parents, guardians, family members or other conservators for those who are unable to fully participate in their treatment decisions.
14. Be fully informed of CCHP's grievance procedure and how to use it without fear of prejudicial treatment from their health care provider.

15. Voice complaints or appeals about CCHP or the care provided.
16. A timely response to request for services, complaints and inquiries regarding their health benefits and services.
17. Request a copy of CCHP's Notice of Privacy Practices.

Members are responsible:

1. For knowing and understanding their health benefits and services and how to obtain them.
2. For contacting their physician or CCHP coordinator with any questions or concerns regarding health benefits or services.
3. To provide, to the extent possible, information that CCHP and its practitioners/providers need in order to care for them.
4. To understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
5. For cooperating with those providing health care services; however, they have the right to refuse medical treatment.
6. To follow the plans and instructions for care that they have agreed upon with their practitioners.
7. To provide CCHP with information when another source responsible to pay for health care is involved, such as liability insurance after an accident. In these cases, members have the responsibility to cooperate with their health plan for proper reimbursement of injury treatment by the other source to their health plan.

If you have any questions about your rights or responsibilities as a member of CCHP, please contact Member Services.



How to File Grievances and Appeals

CCHP wants to ensure that all members are satisfied with our services. If you have any questions or concerns regarding medical care or prescription drugs, you are encouraged to ask for assistance at the time and place where the problem occurs.

Any physician, supervisor or manager in the medical facility, and our Member Services representatives, are available to assist you in resolving your concerns.

You also have the right to file a grievance or complaint for any dissatisfaction regarding the plan and/or a provider. You, your representative, or your doctor may file a grievance or complaint regarding quality of service or an appeal to ask us to review a service we denied.

You may submit your grievance or appeal orally or in writing using the following methods:

By Telephone: 1-888-775-7888
(TTY) 1-877-681-8898

By Fax: 1-415-397-2129

In Person: *Member Services Center*
827 Pacific Avenue
San Francisco, CA 94133

By Mail: *Member Services Center*
445 Grant Avenue, Suite 700
San Francisco, CA 94108

You may obtain copies of the grievance and appeal forms on our website at www.cchphmo.com/medicare. You may also complete the online grievance and appeal form on our website and submit it to us electronically.

Please refer to Chapter 9 (What to do if you have a problem or complaint (coverage decision, appeals, and complaints)) of your Evidence of Coverage booklet for more information regarding the grievance and appeals process. For assistance with this process, you may contact Member Services. You may also contact the Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222.

24-hour Nurse Advice Line

In order to better serve you, CCHP offers a Nurse Advice Line that is available 24 hours a day, seven days a week. Please keep in mind that your primary care provider (PCP) is the best resource to answer your questions about your health. If you need advice and your PCP is not available, you can call the CCHP Nurse Advice Line at 1-888-243-8310. Our nurses will help answer your health questions.



Literacy/Translation Services

CCHP provides free language interpreter services for non-English speaking members who may have difficulty communicating with their providers. In addition, we offer materials in other languages. Please call our Member Services Center for assistance.

Member Services Center Contact Information

You may visit us in person at:

827 Pacific Avenue, San Francisco, 94133

Monday – Friday: 8:30a.m. to 5:00p.m.

Saturday: 9:00a.m. to 5:00p.m.

Sunday: Closed

You can also call us:

8a.m. to 8p.m., 7 days a week

1-415-834-2118

1-888-775-7888 (toll free)

1-877-681-8898 (TTY)

CCHP is a Medicare Advantage HMO plan organization with a Medicare contract. Enrollment in CCHP Medicare Advantage plans depends on contract renewal.

This information is available for free in other languages. Please contact our customer service number at 1-888-775-7888 (TTY 1-877-681-8898) from 8:00am to 8:00pm, seven days a week.

Esta información está disponible gratuitamente en otros idiomas. Por favor póngase en contacto con nuestro número de servicio al cliente al 1-888-775-7888 (TTY 1-877-681-8898) de 8:00am a 8:00pm, siete días a la semana.

此文件有其它的語言版本免費提供。了解詳情請致電 1-888-775-7888 與會員服務中心 聯絡（聽力殘障人士請電 TTY 1-877-681-8898），每週 7 天，上午 8 時至晚上 8 時。

Important Plan Information
計劃重要資料**華人保健計劃 2014 年度聯邦保健會員資訊****華人保健計劃 (CCHP) 連續兩年榮獲聯邦保健四星評級!**

再一次，華人保健計劃 (CCHP) 獲得負責監督聯邦保健 Medicare 運作的機構「聯邦醫療保險及醫療輔助服務中心」(CMS) 評為四星級醫療保健計劃的殊榮。這表示本計劃的表現良好。



華人保健計劃很自豪能夠成為我們的服務範圍內為數不多的 Medicare Advantage 醫療保健公司獲得四星或以上的好評。「聯邦醫療保險及醫療輔助服務中心」(CMS) 的評估是基於一個五星評級的制度。計劃表現評分為每年評估，每年或有變更。

我們非常感謝會員對 CCHP、醫生及醫療護理提供者的支持及服務質素的認可。

CMS 依據在去年部份會員填寫的調查表評審 CCHP 多方面的表現。並非所有會員都參與調查。

在未來數月，部份會員將會收到本年度的服務調查表。以下兩份調查表將用作下年計劃表現評估的審核因素之一：

- **醫療體系消費者評估 (CAHPS)**
CAHPS 是調查您對華人保健計劃及您的醫生的滿意程度。您可藉此表達您所接受服務的經驗及感受。
- **健康狀況調查表 (HOS)**
HOS 是調查您的總體健康，是否有身體不適及所接受治療的效果。您的回覆將會幫助華人保健計劃了解對您的醫療安排是否適當。

如果您收到這些調查表，請仔細閱讀及填寫。如果您對我們的服務非常滿意，請讓我們知道，使我們繼續為您提供優質的服務。

如果您對填寫這些調查表有疑問，請聯絡會員服務中心。

不受誘導的醫療決策

為確保所有醫療授權決定的公正，華人保健計劃使用預先制定的標準來做此類決定。遵從這些指引的醫生和護士不會因批准或否決醫療服務而獲得任何利益。會員可聯絡會員服務中心來索取有關指引的詳細資料。

防欺詐意識

您是防禦聯邦保健 (Medicare) 欺詐的守衛者。您有很多方法可以幫助華人保健計劃打擊詐騙，浪費和濫用：

1. 舉報您被要求支付費用但並未接受的服務或項目。您可細閱您的計劃聲明，及留意以下事宜而避免被欺詐：
 - 確保您接受了收費服務或項目。
 - 核對收費服務編號。
 - 確保相同服務的收費次數不超過一次。
2. 醫療載送服務有時是必需的，但請瞭解，某些救護車公司每年向 Medicare 不當收取數十億美元的費用。這些可疑的醫療載送公司可能就您並未獲取的服務收費，例如輸氧、心臟深測器等。若您懷疑某一醫療載送公司涉嫌欺詐，您必須予以舉報，以保護您自身和您的醫療保健福利。
3. 隨時留意欺詐伎倆：
 - 逐門逐戶向您推銷醫療項目或服務（只有您的醫生知道您的需求）。
 - 透過電話向您索取您的 Medicare 號碼或保健計劃號碼。
 - 就您不需要的醫療保健服務向您提供金錢或其他好處。
 - 利用您的 Medicare 號碼或保健計劃會員號碼報銷您從未接受的服務費用
4. 您可保護您的個人身份與福利：
 - 切勿向陌生人透露您的社會安全號碼、Medicare 號碼、保健計劃號碼或者銀行資料。
 - 仔細閱讀您的計劃聲明，確保所有資訊正確無誤。
 - 免費服務是不需您提供您的計劃或 Medicare 號碼。

若要查詢福利、承保範圍或索賠付款事宜，請聯絡會員服務中心。

若要舉報疑似欺詐行為，浪費和濫用：請致電華人保健計劃企業合規保密熱線：1-415-955-8810。



華人保健計劃 (CCHP) 資料保密規定通知及 HIPAA

CCHP 及其隸屬的醫療護理機構，非常榮幸能為閣下及其家人提供醫療服務。CCHP 明白醫療資料私隱的重要性，故此必遵從 HIPAA 一項保護個人醫療資料的私隱、機密及安全的法例，對閣下的醫療資料保持機密。

HIPAA 包括隱私權條款 (Privacy Rule) 及安全條款 (Security Rule)。私隱權條款讓您擁有掌握醫療資料的權利，並設定誰能夠參閱您的醫療資料的法規與限制。私隱權條款適用於任何受保護醫療資料，包括電子版本，書面或口頭形式的資料。安全條款是用作保護電子版本的醫療資料，規定受 HIPAA 約束下的各機構必須確保電子形式的醫療資料的安全。

HIPAA 也要求 CCHP 為您提供一份「資料保密規定通知 (Notice of Privacy Practices)」，為您解釋受保護的醫療紀錄資料何時和怎樣被使用，以及若發覺私隱權利被侵犯時應如何處理。

在提供及管理醫療服務過程中，我們必須收集，使用及透露有關閣下受保護的醫療資料。我們將這些資料視為機密及隱私，防止有不合法的使用及泄露。欲了解「資料保密規定通知 (Notice of Privacy Practices)」的詳情，請瀏覽網址 www.cchphmo.com/medicare，或與會員服務中心聯絡要求一份印刷版本。

了解您的醫療權利

身為華人保健計劃的會員，您應了解您的醫療權利和責任。

華人保健計劃的會員擁有權利：

1. 得到有禮貌及細心的款待，而會員的尊嚴及私隱權也獲得尊重。
2. 知道有關《華人保健計劃》的服務，醫生及醫護人員的資料及會員本身的權利與責任。
3. 提出有關《華人保健計劃》的會員權利及責任的建議。
4. 對保障福利及如何使用這些福利應得到明確的通知及解釋。
5. 使用在保障說明書內所聲明的預防性健康服務。
6. 提出要求獲得為其服務的醫護人員的姓名，專科職銜等資料。
7. 在懷疑自己在《華人保健計劃》的個人醫療資料不正確或不完整時提出修正。
8. 與醫護人員一同參與其治療方法的決定。
9. 查閱或複印其個人資料而該資料是用作對其健康護理的決定。
10. 要求《華人保健計劃》有資格的醫療管理職員用保密或坦率的方式來討論有關其病情的適當治療或醫學上認為必要的選擇，而這些討論是不會因為費用多少或保障範圍而受到限制。
11. 在決定接受治療前，可索取有關該項治療的危險性，病期長短及醫護人員資格的資料。
12. 在醫療上需要時可以要求從計劃醫療網外獲取第二醫療意見去幫助醫生及保健計劃來決定治療的步驟（經批准的轉介）。
13. 在不能全權參與治療前作出決定時的情況下，可以經由其父母，監護人，家庭成員或其他監管人作為其代表。
14. 知道《華人保健計劃》的投訴程序及運作而無需懼怕受到醫護人員的歧視。
15. 作出投訴或上訴有關《華人保健計劃》或其所授與的護理服務。
16. 在要求服務，投訴或查詢時，應當得到及時與合理的回應。
17. 要求得到一份《華人保健計劃》的執行資料保密規定通知書。

會員責任包括：

1. 了解其保障內容及醫療服務的使用方法。
2. 向主治醫生或《華人保健計劃》的職員查詢有關醫療保障內容及醫療服務的問題。
3. 盡量向《華人保健計劃》及其他醫護人員提供所需的資料，以便作出適當的護理。
4. 了解其健康問題並在可能的程度上一同參與制定雙方同意的治療目標。
5. 與醫護人員在醫療程序上一同參與其治療方法，但會員亦有權利拒絕接受治療。
6. 在同意接受某種治療後，遵照該醫療的程序及醫生的指示。
7. 向《華人保健計劃》提供有關在其它途徑取得支付其醫療護理費用的資料，例如在意外發生後的責任保險。在這情況下，當會員在責任保險取得的醫療補償金後，會員是有責任償還給其醫療保健計劃公司為其支付受傷的治療費用。

身為華人保健計劃的會員，如果您對會員權利或責任有疑問，請聯絡會員服務中心。

如何提出申訴或上訴

華人保健計劃 (CCHP) 希望您對所接受的服務感到滿意。如您對醫療護理或處方藥物有任何問題或不滿時，應當場尋求協助。

當值的醫護人員、主任、經理或會員服務中心會盡力幫助您。

您也有權利對本計劃或醫務人員任何不滿提出申訴或上訴。您，您的代理人或醫生可以對服務質素提出申訴或對服務的復議提出上訴要求。



若想提出申訴或上訴，您可以用書面或口頭形式，通過郵寄，傳真或親臨我們的會員服務中心辦理申訴手續：

電話： 1-888-775-7888
(聽力殘障人士電話
TTY: 1-877-681-8898)

傳真： 1-415-397-2129

親臨： 會員服務中心
827 Pacific Avenue
San Francisco, CA 94133

郵寄： CCHP 會員服務中心
445 Grant Avenue, Suite 700
San Francisco, CA 94108

您亦可從網址 www.cchphmo.com/medicare 下載申訴及上訴表格，又或在網上填寫及提交申訴及上訴表格。

有關詳情，請參閱華人保健計劃保障說明書第九章的“如何提出疑問和投訴（有關保障裁決、上訴及投訴）”章節，或與會員服務中心聯絡。您亦可致電 1-800-434-0222 與 Health Insurance Counseling and Advocacy Program (HICAP) 聯。

24 小時護士諮詢專線

為了提供更好的服務，CCHP 設有每週7天，24 小時服務的護士諮詢專線。請謹記，您的主治醫生是解答您健康狀況的最佳人選。如您的主治醫生未能及時為您解答疑問，您可以致電 CCHP 護士諮詢專線：1-888-243-8310。我們的護士將會為您解答有關健康的問題。

華人保健計劃 (CCHP) 為會員提供語言協助服務

CCHP 為與醫務人員溝通有困難的會員，提供免費語言翻譯輔助服務。我們也免費提供其它語言版本的文件。如需要幫助，請與會員服務中心聯絡。



會員服務中心聯絡資料

地址及辦公時間：

三藩市柏思域街 827 號

星期一至星期五：上午 8 時 30 分至下午 5 時

星期六：上午 9 時至下午 5 時

星期日：休息

每週七天，每天上午 8 時至晚上 8 時可致電：

1-415-834-2118

1-888-775-7888 (免費電話)

1-877-681-8898 (聽力殘障人士 TTY 電話)

華人保健計劃 (CCHP) 是一個 Medicare Advantage HMO 計劃機構與聯邦保健簽有合約，而華人保健計劃 (CCHP) 的 Medicare Advantage 計劃能否接收會員取決於這合約是否獲得續約。

This information is available for free in other languages. Please contact our customer service number at 1-888-775-7888 (TTY 1-877-681-8898) from 8:00am to 8:00pm, seven days a week.

Esta información está disponible gratuitamente en otros idiomas. Por favor póngase en contacto con nuestro número de servicio al cliente al 1-888-775-7888 (TTY 1-877-681-8898) de 8:00am a 8:00pm, siete días a la semana.

此文件有其它的語言版本免費提供。了解詳情請致電 1-888-775-7888 與會員服務中心 聯絡 (聽力殘障人士請電 TTY 1-877-681-8898)，每週 7 天，上午 8 時至晚上 8 時。