

## 5: Consulting Physician Services

### 5.1 Background

Members receive Consulting Physician services from participating providers following referral by the member's PCP. The PCP is responsible for the coordination of members' health care needs. By focusing the majority of a member's medical decisions through their PCP, the physician is able to provide comprehensive and high quality care in a cost-effective manner.

### 5.2 Role of the Consulting Physician

Consulting Physicians are expected to deliver care in accordance with the provisions outlined in the Consulting Provider Network Participation Agreement. The Consulting Physician may have an extended role in arranging referred diagnostic services and procedures requiring Unison prior authorization.

#### **Consulting Physician responsibilities include, but are not limited to:**

- Notifying the PCP of the treatment plan and estimated duration of specialty care. Consulting physicians should use established means of communicating this information as appropriate.
- Arranging and ordering medically appropriate services as needed.
- Complying with Unison administrative prior authorization guidelines.
- Maintaining a member's medical record and documenting all specialty services provided to the member.
- A willingness and ability to make distinctions between treatment methods consistent with the member's cultural background and to maintain consistency in providing quality care across a variety of cultures.
- As agreed upon in the Network Participation Agreement, the Consulting Physician will (a) not discriminate in providing services to members on the basis of race, color, sex, age, national origin, religion, economic status, source of payment, health status or health care needs; (b) observe, protect and promote the rights of members as patients; (c) maintain a written sexual harassment policy and inform employees of the policy; (d) comply with Title VI of the Civil Rights Act of 1964 in providing Covered Services hereunder; and (e) maintain written procedures as to interpretation and translation services for members requiring such services, including members with Limited English Proficiency.
- Pursuant to regulations implementing the Americans with Disabilities Act ("ADA"), 28 C.F.R. 35.101 et seq., Consulting Physician shall not, on the basis of the disability, exclude any individual with a disability from participation herein or from activities provided for hereunder. Consulting Physician shall comply with the "General Prohibitions Against Discrimination," 28 C.F.R. 35.130, and similar regulations or guidelines that apply to the State of Ohio.
- Consulting Physician must have a process to identify, keep a record of, and report to Unison upon request members requiring oral translation, oral interpretation or sign language services and provide the use of TTY or language assistance all free of charge for members. Unison's Special Needs Unit may be contacted at 877.844.8844 for assistance in arranging these services. Please note that Unison may conduct periodic audits of Consulting Physicians' processes to arrange interpreter services.
- Consulting Physicians are prohibited from advising or recommending to an eligible individual that s/he select membership in a particular MCP.

### 5.3 Eligibility Verification

Consulting physicians do not receive a monthly member Roster. Unison recommends that consulting physicians verify member eligibility prior to each service. Unison offers a number of mechanisms for our providers' use to verify eligibility. Please see the Enrollment and Eligibility section of this manual for details.

### 5.4 Specialist Functioning as a Primary Care Physician

Consulting Physicians may function as a PCP for members with complex illnesses or conditions if approved by a Unison Medical Director. All requests for a specialist to serve as a PCP should be directed to the Special Needs Unit at 877.844.8844.