Concierge Policy

This Policy is Applicable to the following sites:
Priority Health

Applicability Limited to: N/A
Reference #: 12383
Version #: 2
Effective Date: 03/11/2014
Functional Area: Health Plan
Department Area: Provider Enrollment and Life Cycle

1. Purpose
The purpose of this policy is to set a framework under which Priority Health will allow providers who practice Concierge Medicine to participate with Priority Health and to define the actions Priority Health will take in the event a provider is non-compliant with their responsibilities.

2. Responsibilities
A. Provider must be willing to accept and treat patients regardless of whether or not the patient enrolls in the physician’s concierge practice.

B. Provider must enter into a written agreement with each member detailing the terms, conditions and cost of the concierge medical practice.

C. Provider must not bill Priority Health for any health services provided under the concierge medical practice agreement.

3. Compliance
Priority Health will proceed to stop auto assignment of members and silence the provider from the directory upon discovery and after confirmation that a provider, who is practicing Concierge Medicine, is not available for Priority Health member assignment.

In the event a member complaint is received or concerns regarding claims are identified on a provider who practices Concierge Medicine, Priority Health will request evidence of a written Concierge Medicine agreement between the member(s) and the provider and will refer the issue to the CMO and the Provider Adverse Action Committee (PAAC) for further review and determination.

4. Policy
Providers who offer concierge services are eligible to participate with Priority Health providing they are able to meet the terms of their participation agreement, the Priority Health Acceptance/Continued Participation Criteria, and the requirements/responsibilities listed herein.
5. Revisions
Spectrum Health reserves the right to alter, amend, modify or eliminate this policy at any time without prior written notice.

6. References
Ongoing Monitoring of Sanctions and Complaints Policy
Priority Health Acceptance/Continued Participation Criteria
Provider Adverse Action Committee Policy and Procedure

7. Policy Development and Approval

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8. Keywords
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