



Binder: Provider HMO Policy & Procedure Manual
Policy Title: Member Access to Practitioner Information
Author: Jana Keys **Original Date:** 1/01/2000
Replaces:
Approval: *Rafael Delacruz M.D.*
Title: Vice President & Chief Medical Officer

POLICY

OSF HealthPlans will ensure that members have access to information related to participating practitioners upon the member's request to the practitioner.

PURPOSE

To enable members to have access to information regarding practitioners in compliance with Senate Bill 251.

PROCEDURE

1. The practitioners will provide the member with the following information, when applicable, upon the member's request:

Educational background

- B. Experience
- C. Training
- D. Specialty
- E. Board certification, if applicable
- F. Names of network facilities where the physician has privileges
- G. Participation in continuing education programs
- H. Compliance with licensure, certification, or registration requirements