



Binder: Provider HMO Policy & Procedure Manual
Policy Title: Non-Compliance Protocols
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Replaces:
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POLICY

A physician is considered non-compliant if the individual is involved in any violation of administrative or clinical policies or procedures.

PURPOSE

To ensure the success of OSF HealthPlans managed care product in the current marketplace.

PROCEDURE

1. The Medical Director and the Utilization Management/Quality Assurance Committee will monitor management of non-compliant providers.
2. OSF HealthPlans will maintain a protocol for educating and working with participating providers.
3. The Medical Director, who will discuss the problem with the physician, will initiate the disciplinary process.
4. If the physician refuses to cooperate with the Medical Director, corrective action will begin. (Refer to Section I, Corrective Action of Plan Practitioners).
5. If the physician refuses or fails to comply with the recommended corrective action plan, steps to terminate the physician from the program will be implemented.