



Code of Ethics

Developed by the Medical Directors of The Health Plan

The Health Plan's medical directors embrace quality and patient safety among their highest priorities in clinical decision-making. We believe that quality care is care that is safe, effective, patient-centered, timely, efficient, and equitable.

Our clinical decisions are based on considerations of quality and cost-effectiveness of health care, and not solely on cost. As medical directors, we make clinical decisions that reflect The Health Plan's stated commitment to supporting health care "of the right kind, in the right place, and at the right time."

We function in an atmosphere of clinical autonomy and receive no incentives of any sort for approving or denying requests for medical care. We are not influenced by non-medical members of the organization in the clinical judgments we render.

Our clinical decision-making is guided by corporate medical policies that reflect:

- evidence-based standards of care that are developed through research and continuous review of current medical literature
- guidance by legal and regulatory authorities
- input from community providers based on their expertise in relevant fields of practice
- principles of cost-effective medical care

Concerns related to the clinical quality of care rendered to our members are referred to the appropriate investigative unit.

The processes by which we make clinical decisions are transparent and available for our community colleagues and members to review. Our commitment to transparency is reflected in:

- health plan medical policies, which are available on our website
- written decision rationale for all case reviews
- the content of our interactions with colleagues regarding case-specific decisions and general matters of medical policy and contract interpretation

Our professional actions, clinical and administrative, are consistent with The Health Plan's Code of Business Conduct, including avoidance of conflict of interest, protection of confidentiality, and thorough and accurate documentation.