

**CRITERIA AND PROCEDURE FOR
REMOVAL OF SECURE HORIZONS MEMBERS FROM YOUR PMG/IPA**

CRITERIA	MEDICAL GROUP/IPA ACTION	SECURE HORIZONS ACTION
<p>1. Member exhibits disruptive, unruly, abusive or uncooperative behavior to the extent that his or her continuing membership seriously impairs the organization's ability to furnish services to either the enrollee or other members. *</p> <p>2. Member demonstrates non-compliance with the recommended treatment plan and/or the patient/physician</p>	<p>First Occurrence</p> <p>Send the Member a warning letter advising him/her of the non-compliant behavior(s). Document specific information, i.e., physician's name, date of occurrence, and behavior displayed. Letter must notify Member that PMG/IPA is notifying Secure Horizons regarding the matter and offer the Member the right to grieve the alleged behavior(s). PMG/IPA is required to maintain full documentation. Copy letter to Secure Horizons Customer Service.</p>	
	<p>Second Occurrence</p> <p>Send the Member a second warning letter advising him/her of continued non-compliance. Document additional specific behavior(s) displayed, physician's name and date of occurrence. The letter must state the PMG/IPA's recommendation for cooperation, request Secure Horizons intervention in initiating a medical group transfer and offer the right to grieve the alleged behavior. Copy the letter and full documentation to Secure Horizons Customer Service.</p>	<p>Second Occurrence</p> <p>Upon receipt of the second warning letter and supporting documentation, Secure Horizons Customer Service will telephone the Member to discuss the situation and possible consequences of the Member's continued unacceptable behavior, the options available to the Member; and attempt to resolve the issue. Secure Horizons will confirm the telephone conversation in writing to the Member. Secure Horizons will copy the Member letter to the PMG/IPA.</p>
	<p>Third Occurrence</p> <p>Send Secure Horizons a request to immediately remove the Member from the PMG/IPA.</p>	<p>Third Occurrence</p> <p>Secure Horizons will review the PMG/IPA documentation which outlines continued unacceptable behavior. Secure Horizons will contact the Member and make arrangements for a PMG/IPA transfer or disenrollment from the plan.</p>

Note: If you receive notification of a Member's intent to sue, please notify Secure Horizons Customer Service. Copies of all notification letters, request for removal and supporting documentation should be sent to Secure Horizons.

Upon receipt of a completed "Incident Report For Removal of Members" and related documentation, Secure Horizons Customer Service will respond to the Member as appropriate and copy the PMG/IPA on all correspondence.

Example O-1 Criteria and Procedure for Removal of a Secure Horizons Member