

PROVIDER BILL OF RIGHTS

1. *Providers have the right* to compensation and payment for authorized services provided to all Davis Vision members within sixty (60) days for all accurately completed claims.
2. *Providers have the right* to request prompt payment of all co-payments and/or deductibles from all Davis Vision members.
3. *Providers have the right* to request a copy of any document required by a contracting Plan, which has been approved by Davis Vision and requires a provider's signature.
4. *Providers have the right* to know that composition of the Utilization Review and Quality Management Committees include panel providers whenever appropriate. Providers have the right to provide feedback to Davis Vision on standards of care and clinical practice guidelines utilized by Davis Vision.
5. *Providers have the right* to voice any grievance on behalf of members or themselves regarding covered services.
6. *Providers have the right* to appeal decisions of Davis Vision without fear of reprisal.
7. *Providers have the right* to confidentiality of all credentialing information, subject to applicable local or state law as per the Participating Provider Agreement. Providers have the right to request access to their credentialing file to review information collected, to correct any erroneous information obtained during the credentialing process and to be informed of their status.
8. *Providers have the right* to confidentiality of their compensation arrangement with Davis Vision.
9. *Providers have the right* to discuss all treatment options regardless of restrictions imposed by the vision care plan.
10. *Providers have the right* to prescribe, refer, and/or manage the care of patients based on their professional experience and judgment.
11. *Providers have the right* to receive all information needed to understand the benefit plans of members in their geographic area.
12. *Providers have the right* to know the qualifications of peers whose recommendations and/or decisions may differ from theirs or may affect their membership on the Davis Vision panel.
13. *Providers have the right* to make recommendations regarding quality of care, standards of care or clinical practice guidelines adopted or adapted by Davis Vision.

14. *Providers have the right* to be treated with respect and dignity regardless of their race, color, religion, sex, age national origin, disability or sexual orientation.
15. *Practitioners in the State of Texas have the right* to request all information necessary to determine that they are being compensated in accordance with Davis Vision's Participating Provider Agreement. The practitioner may make the request for information by any reasonable and verifiable means. The information provided will include a level of detail sufficient to enable a reasonable person with sufficient training, experience and competence in claims processing to determine the payment to be made according to the terms of the contract for covered services that are rendered to enrollees. Davis Vision will provide the required information by any reasonable method through which the practitioner can access the information including email, computer disks, paper or access to an electronic database no later than 30 days after receipt of request.