

## **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 providers signature.
4. *Providers have the right* to know that members on the Utilization Review and Quality Management Committees include panel providers. 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 submitted, to correct any erroneous information they become aware of 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.

