



<b>Policy and Procedure No: PR 8.2</b>	<b>Revision No: 2</b>
<b>Division: Care Management</b>	
<b>Department: Provider Relations</b>	
<b>Title: PHC-CA Provider Advice to Members</b>	
<b>Effective Date: 7/31/2020</b>	
<b>Supersedes Policy No: PR 8.0, PR 8.1</b>	
<b>Reviewed/Revised by: Sandra Holzner</b>	<b>Review/Revision Date: 12/15/2025</b>
<b>Approving Committee: Member Provider Committee</b>	<b>Date: 12/15/2025</b>
<b>Executive Oversight Committee Date: 12/16/2025</b>	

**Purpose:**

To ensure PHC California’s (the Health Plan) Network Providers are not prohibited from advocating on behalf of a Health Plan member.

**Policy:**

The Health Plan does not prohibit or restrict a provider, acting within the lawful scope of practice, from advising or advocating on behalf of a member enrolled in the Health Plan.

**Procedure:**

1. During the initial provider orientation, the Provider Relations (PR) Representatives advises providers that they are not prohibited from advocating on behalf of members.
2. Providers are advised of the following expectation via the Provider Manual.
  - a. To share with Members finding of their medical health status.
  - b. To educate Members regarding health needs and discuss potential treatment options (including any alternative treatments that may be self-administered).
  - c. To provide sufficient information to allow an opportunity for the Member to decide among all relevant treatment options.
  - d. To discuss the risks, benefits and consequences of treatment or non-treatment.
  - e. To allow an opportunity for the Member to refuse treatment and to express preferences about future treatment decisions.
  - f. To provide information regarding treatment options in a culturally-competent manner, including the option of no treatment.
  - g. To ensure that Members with disabilities have effective communication with participants throughout the health system in making decisions regarding treatment options.

**Monitoring:**

This policy is reviewed and updated, as necessary or at least annually by the Member Provider Committee.

**Reference(s):**

CFR 42 section 438.402.(c).1.ii

