

Corporate Compliance

In keeping with our commitment to integrity, and in response to increasingly complex state and federal regulations, CDPHP has created a formal corporate compliance program. The CDPHP Corporate Compliance and Integrity Program is both a proactive and a reactive effort designed to prevent, detect, and correct possible organization and employee behavior which may not fully comply with governmental laws and CDPHP corporate policies.

The program includes training all employees in regards to their duty and responsibility to follow governmental laws and CDPHP corporate policies, as well as to report suspected fraud or non-compliance of any employee, independent contractor, or agent of CDPHP.

As a contracted employer group with CDPHP, the group is encouraged to report any instance in which it believes CDPHP or any of its employees or agents may be violating any federal or state law or regulation governing our business activities. Contact the CDPHP Compliance Officer at (518) 641-5260 or the CDPHP Fraud/Compliance Hotline at 1-800-280-6885 to make such a report.

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CONFIDENTIALITY

CDPHP has established necessary safeguards to protect the confidentiality of group and member protected health information (PHI). PHI includes information that CDPHP has created or received about a member's past, present, or future health or medical condition that could be used to identify a member. It also includes information about a member's medical treatment and payment for health care. CDPHP keeps PHI in strict confidence.

MEMBER PRIVACY RIGHTS

- Members may request access to information in their designated record sets. Contact the CDPHP member services department at the number on the member's identification card for further information.
- Members may request that communications from CDPHP be sent to an alternative address. Contact the CDPHP member services department at the number on the member's identification card for further information.
- CDPHP is allowed to use and disclose PHI as necessary without member authorization in a number of different ways in connection with a member's treatment, payment for health care, and CDPHP health care operations. For any other uses or disclosures, CDPHP obtains a member's authorization, and the information is used as stated in the authorization.
- The CDPHP Notice of Privacy Practices (NPP) contains a comprehensive listing of member rights and is published to CDPHP members annually.

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