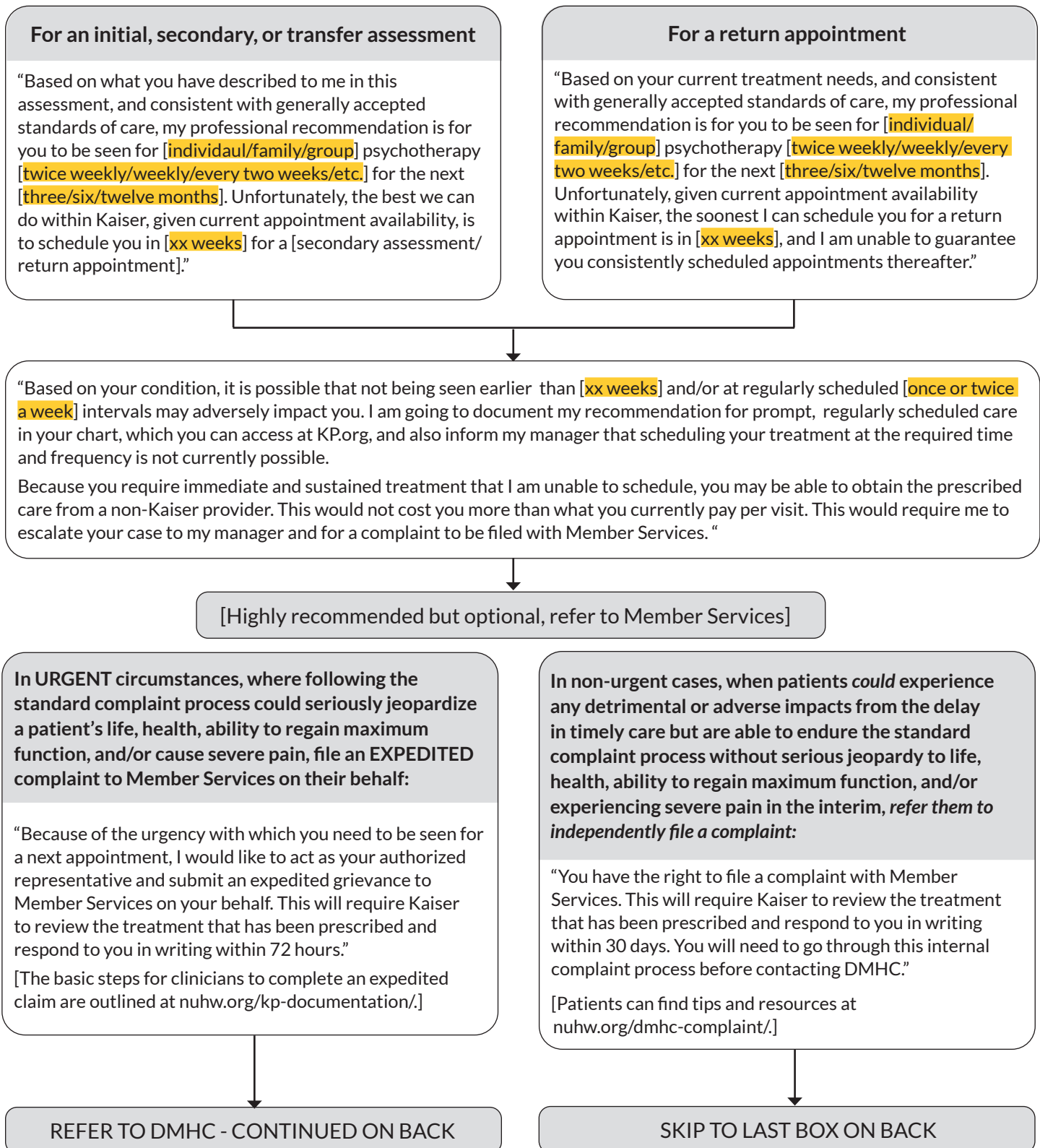


Sample script for informing patients of discrepancy and their rights

Inform the patient of the next appointment availability.

- If you do **NOT** believe a patient is likely to experience any adverse impact if they wait until the next available appointment and/or series of appointments, then do not proceed with this process.
- If availability **IS** beyond the prescribed timeframe for the patient's condition, proceed with this flow chart.

[The **highlighted fields** are to be customized for each patient.]



Sample script for informing patients of discrepancy and their rights (continued)

If patient is NOT on Medicare, you may wish to refer to DMHC:

“You may also wish to file an immediate, simultaneous complaint directly with the Department of Managed Healthcare, a consumer protection agency that regulates Kaiser in California. Would you like me to provide you with information on contacting the DMHC? The initial complaint process would take you about 5 minutes, and the DMHC would then be required to promptly reach out to Kaiser to address your concerns. Filing a complaint could increase the likelihood that you will receive your prescribed course of treatment sooner.”

[Outline basic steps and/or direct them to nuhw.org/dmhc-complaint/.]

If patient IS on Medicare, do not refer to DMHC:

“You may wish to call the Health Insurance Counseling & Advocacy Program (HICAP), which is run through the California Department on Aging, or the Medicare Rights Center National Helpline. You also have the right to submit a Member Services complaint.”

[Outline basic steps and/or direct them to nuhw.org/dmhc-complaint/.]

“It is Kaiser’s responsibility and obligation to ensure that therapists have enough availability to see our patients in a timely manner.
In addition to giving you this information, I am still going to schedule you for the appointments that are available on **[dates]**.”