

A Notice to Our Patients

Our practice is a part of the Lahey Clinical Performance Network (LCPN), a provider organization that is certified as a “risk-bearing provider organization” (RBPO) by the Massachusetts Division of Insurance. An RBPO is a group of health care providers that work together to coordinate your care and enter into financial agreements with insurance companies to do so.

Under Massachusetts law, as a patient of an RBPO, you have the right to make a complaint and use an appeals process to resolve your complaint. LCPN will consider patient complaints about issues like referral restrictions, timely access to services or limitations of care, unless the complaint should be made to your health insurer instead.

You can contact us to ask about this appeals process or to file a complaint. You can choose a person (such as a spouse, family member, friend, attorney or legal guardian) to act as your representative to help you with your complaint.

You may file a complaint by contacting our Referral Management Line as follows:

To file a complaint by phone: 978-236-1755

We will give you a written answer to your complaint in fourteen (14) days. If your complaint involves urgent medical needs, we will give you a written answer in three (3) days.

This policy applies to patients with coverage under either of the following plans:

- Blue Cross Blue Shield of Massachusetts
- Harvard Pilgrim Health Care
- Tufts Health Plan
- Cigna

For more information on your right to file an appeal, contact the Massachusetts Office of Patient Protection via telephone at 800-436-7757, via email [at hpc-opp@mass.gov](mailto:hpc-opp@mass.gov), or visit the Office of Patient Protection’s website at www.mass.gov/hpc/opp.