

Protecting the interest of members is always recognized as the primary responsibility of the College Health IPA (CHIPA) provider. As outlined in the following ethical framework, CHIPA providers

- Comply with the ethical codes of their respective disciplines that are consistent with state and federal law.
- Ensure that all members receive access to high quality cost effective mental health and substance abuse services.
- Advocate that all members receive the most appropriate type of care for their needs.
- Maintain the focus both clinically and administratively on prudent decision-making and avoid any conflict of interest in the course of utilization management or case management of the care of all members.
- Provide access to the highest quality behavioral healthcare that will allow members to live the healthiest life possible.
- Use common sense, creativity and flexibility to customize solutions to meet all members' needs.
- Promote the respect, dignity, fairness and worth of all people and the general welfare of all members.
- Maintain and respect the confidentiality and privacy of all members.
- Not discriminate against any person in any manner on the basis of their race, color, national origin, ancestry, marital status, veteran status, religion, physical disabilities, mental disabilities, gender, age or sexual orientation.
- Obtain appropriate consultation in the event a member's needs are beyond the scope of the services provided by the organization.
- Refer members to alternative resources when requests made for services cannot be accommodated by CHIPA.
- Conduct business, financial, and marketing practices in compliance with professional standards, State and Federal regulations, and signed agreements with third-party payers.