



SWMBH MI Health Link Operating Policy 2.5

Subject: Provider Communication		Accountability: Provider Network	Effective Date: 1/1/2014	Pages: 2
REQUIRED BY: BBA Section _____ 438.414 PIHP Contract Section _____ 7.0 (1-7) NCQA/URAC Standard _____ SA SARF _____ Other _____		Last Reviewed Date: 5/12/16	Past Reviewed Dates: 5/18/15	
LINE OF BUSINESS: <input checked="" type="checkbox"/> Specialty Waiver (B/C) <input checked="" type="checkbox"/> I Waiver <input checked="" type="checkbox"/> Healthy Michigan <input checked="" type="checkbox"/> SUD Medicaid <input checked="" type="checkbox"/> SUD CA Block Grant <input checked="" type="checkbox"/> MI Health Link <input type="checkbox"/> OTHER: _____	APPLICATION: <input checked="" type="checkbox"/> SWMBH Staff and Operations <input checked="" type="checkbox"/> Participant CMHSPs <input type="checkbox"/> SUD Providers <input type="checkbox"/> MH / DD providers <input type="checkbox"/> DD providers <input type="checkbox"/> Other: _____	Last Revised Date:	Past Revised Dates: 5/18/15	
Approved :  By:  Date: 5/16/16 5/12/16		Required Reviewer: Director of Provider Network Management and Clinical Improvement		

I. Purpose

To communicate information to the Southwest Michigan Behavioral Health (SWMBH) Provider Network

II. Policy

Southwest Michigan Behavioral Health (SWMBH) and participant Community Mental Health Service Providers (CMHSP) will ensure that network providers are aware of all information necessary to provide care to customers and to comply with the Prepaid Inpatient Health Plans (PIHP) and CMHSPs administrative requirements.

III. Standards and Guidelines

Standards and guidelines are as follows:

A. New Provider Orientation

New participating providers will be oriented to the SWMBH Provider Network including administrative requirements, clinical requirements, practice guidelines, the authorization process, claims submission, benefit and eligibility information, appeals process and the grievance system

B. Updates on Network Activities

SWMBH will ensure providers receive updates on network activities through various mechanisms:

1. Provider Network Newsletter
2. Provider Section on the SWMBH website

SWMBH MI Health Link Operating Policy 2.5

3. Provider Manual
4. SWMBH Policies and procedures that impact providers
5. Email communication of changes
6. Provider Meetings

C. Provider Relations contact information

Providers with questions regarding orientation materials, contract issues or who require assistance regarding provider network issues may contact a provider network representative from the entity holding the provider contract.

D. Mechanism to receive suggestions from providers

SWMBH and participant CMHSPs will maintain an avenue of communication with providers to accept information about how we could better service customers.

IV. Definitions

None

V. References

MDCH / PIHP contract section 7.0 (1-7)

Balanced Budget Act Section 438.414

VI. Attachments

None