




Section: Provider Network Management	Policy Name: Provider Communication	Policy Number: 02.07
Owner: Director of Provider Network Management	Reviewed By: Mila C. Todd	Total Pages: 3
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Application: <input checked="" type="checkbox"/> SWMBH Staff/Ops <input checked="" type="checkbox"/> Participant CMHSPs <input type="checkbox"/> SUD Providers <input type="checkbox"/> MH/IDD Providers <input type="checkbox"/> Other (please specify): _____	Line of Business: <input checked="" type="checkbox"/> Medicaid <input type="checkbox"/> Other (please specify): <input checked="" type="checkbox"/> Healthy Michigan <input checked="" type="checkbox"/> SUD Block Grant <input checked="" type="checkbox"/> SUD Medicaid	Effective Date: 1/1/2014

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.

Purpose: The purpose of this policy is to articulate how information will be communicated to the SWMBH Provider Network.

Scope: SWMBH; Participant CMHSPs

Responsibilities: SWMBH and participant CMHSPs will maintain adequate methods of communication to ensure network providers are aware of all necessary information.

Definitions: None

Standards and Guidelines:

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



1. SWMBH will ensure providers receive updates on network activities through various mechanisms which may include, but are not limited to:
 - Provider Network Newsletters
 - Provider Section on the SWMBH website
 - Provider Manual
 - If a Provider Manual is a form of information, it may be distributed electronically (via the SWMBH website) with providers made aware of how to obtain the electronic copy and how to request a hard copy at no charge to the provider.
 - SWMBH Policies and procedures that impact providers
 - Email communication(s) of changes
 - Provider Meetings
2. Applicable materials will be reviewed annually to ensure information is accurate and current.

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.

References:

MDHHS / PIHP Master Contract section 2.5

Balanced Budget Act Section 438.414

Attachments: None





SOP Template

Final Audit Report

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