



Section: <b>Provider Network Management</b>	Policy Name: <b>Provider Communication</b>	Policy Number: <b>02.07</b>
Owner: <b>Director of Provider Network Management</b>	Reviewed By: <b>Mila C. Todd</b>	Total Pages: <b>3</b>
Required By: <input checked="" type="checkbox"/> BBA <input checked="" type="checkbox"/> MDHHS <input type="checkbox"/> NCQA <input type="checkbox"/> Other (please specify): _____	Final Approval By: <i>Mila C. Todd</i>	Date Approved: <b>4/26/2022</b>
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): <u>MI Health Link</u>	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 <input checked="" type="checkbox"/> MI Health Link	Effective Date: <b>1/1/2014</b>

**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



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

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

**References:**

MDHHS / PIHP Master Contract section 2.5

Balanced Budget Act Section 438.414

**Attachments:** None

