



SWMBH MI Health Link Operating Policy 6.3

Subject: Notification of Practitioner Network Changes		Accountability: Customer Services	Effective Date: 1/1/2014	Pages: 2
REQUIRED BY: BBA Section <u>42CRF 438.10f5</u> PIHP Contract Section <u>6.3.3</u> NCQA Standard <u>QI 10 D-E; CC 3; RR4 B</u> Other _____		Last Reviewed Date: 6/2/17	Past Reviewed Dates: 8/26/15	
LINE OF BUSINESS: <input type="checkbox"/> Specialty Waiver (B/C) <input type="checkbox"/> 1115 Waiver <input type="checkbox"/> Healthy Michigan Plan <input type="checkbox"/> SUD Medicaid <input type="checkbox"/> SUD Block Grant <input checked="" type="checkbox"/> MI Health Link <input type="checkbox"/> OTHER: _____	APPLICATION: <input checked="" type="checkbox"/> SWMBH Staff and Ops <input checked="" type="checkbox"/> Participant CMHSPs <input checked="" type="checkbox"/> SUD Providers <input checked="" type="checkbox"/> MH providers <input type="checkbox"/> Other: _____	Last Revised Date: 6/2/17	Past Revised Dates: 8/26/15	
Approved:  (MSW) Date:  12.7.17		Required Reviewer: Director of UM &ME Director of Provider Network Development and Clinical Improvement		

I. Purpose

To ensure communication is provided to members regarding the availability and changes to the Southwest Michigan Behavioral Health (SWMBH) Provider Network.

II. Policy

It is the policy of SWMBH to provide written notice of significant changes in the provider network to MI Health Link (MHL) members.

III. Standards and Guidelines

- A. SWMBH will ensure that provider network listings will be reviewed on a regular basis. Information in the directory will be updated within 30 days when a change (i.e., addition, deletion or modification in contact information) of a practitioner is known.
- B. Notification will be provided via newsletter or in the newsletter when updates are done outside the annual update.
- C. SWMBH will ensure provision of written notice of termination of a contracted practitioner to each affected member who received or was seen on a regular basis by a terminated practitioner.
 - 1. SWMBH shall provide written notice of receipt of or issuance of the termination notice at least 30 calendar days prior to the effective date of the termination.
 - 2. In the event that the notification of termination is effective in less than 30 calendar days, SWMBH will provide the affected member notification as soon as possible but no later than 30 calendar days after receipt of the notification.
 - 3. Written notification of change shall be in the form of mail or email to the member.
 - 4. Written notification shall at a minimum include the affected practitioners name and effective date and instructions on selecting another practitioner.
 - 5. Notification shall occur whether it's termination of an organization or group practice as a whole or an individual member of a group practice.

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- D. Should a member be in active treatment for a chronic or acute medical or behavioral healthcare condition, the member is allowed continuation of treatment through the current period of active treatment or for up to 90 days, whichever is less, with the current practitioner when the practitioner agrees to:
1. Continue the members' goals for treatment for a period not to exceed 90 days.
 2. Share information regarding the treatment plan.
 3. Continue to follow SWMBH UM policies and procedures.
 4. Not charge the member an amount beyond the required co-payment.
- E. Exceptions to continued treatment beyond the effective date of termination include the following:
1. The member requires only routine monitoring for a chronic condition.
 2. SWMBH has discontinued a contract based on a professional review action as defined in the Health Care Quality Improvement Act of 1986 (as amended 42 U.S.C. section 11101 et seq).
 3. When a practitioner is unwilling to continue treatment or accept SWMBH payment or other conditions.
 4. When a member has been assigned to a group practice rather than an individual practitioner the member has access to alternative practitioners in the group practice.
- F. SWMBH shall utilize existing data from the data warehouse and other sources such as CC360 to determine which members are in active treatment and affected by a practitioner contract termination and provide applicable written notification of termination, continued treatment and transition options.

IV. Definitions

None

V. References

- A. 42 CFR 438.10(f) (5)
- B. Health Care Quality Improvement Act of 1986 (as amended 42 U.S.C. section 11101 et seq)

VI. Attachments

None