

SWMBH Operating Policy 2.7

Subject: Provider Communication		Accountability: Provider Network	Effective Date: 1/1/2014	Pages: 2	
REQUIRED BY: BBA Section <u>438.414</u> PIHP Contract Section <u>7.0 (1-7)</u> NCQA/URAC Standard _____ Other _____			Last Reviewed Date: 5/17/17	Past Reviewed Dates: 5/18/15 5/12/16	
LINE OF BUSINESS: <input checked="" type="checkbox"/> Specialty Waiver (B/C) <input checked="" type="checkbox"/> 1115 Waiver <input checked="" type="checkbox"/> Healthy Michigan <input checked="" type="checkbox"/> SUD Medicaid <input checked="" 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 type="checkbox"/> SUD Providers <input type="checkbox"/> MH / DD providers <input type="checkbox"/> Other: _____		Last Revised Date: 5/17/17	Past Revised Dates: 5/18/15 5/12/16
Approved : <i>Monk</i> Date: <i>5/22/17</i>			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
3. Provider Manual
4. SWMBH Policies and procedures that impact providers
5. Email communication of changes
6. Provider Meetings

C. Provider Relations contact information

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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

MDHHS / PIHP Master Contract section 7.0 (1-7)
Balanced Budget Act Section 438.414

VI. Attachments

None