

PATHWAYS CMH

POLICY TITLE: Contract Provider Communication	CATEGORY: Contract Provider Management	
EFFECTIVE DATE: 08/08/13	BOARD APPROVAL DATE: 08/08/13	
REVIEWED DATE: 01/17/18	REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	OTHER REVISION(S): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
RESPONSIBLE PARTY: Contract Manager	CEO APPROVAL: Mary Swift, CEO	

APPLIES TO:

Pathways Contract Providers

POLICY:

It is Pathways policy to ensure that Contract Providers are oriented and aware of all information necessary to provide care to individuals and to comply with rules, regulations, accreditation standards, and the Pathways policies and procedures.

PURPOSE:

To ensure Pathways responsibility for maintaining and continually evaluating an effective contract provider network adequate to fulfill the obligations of the MDHHS/PIHP and MDHHS/CMHSP Specialty Services and Supports Contract. Pathways is accountable for the individuals in its service area, regardless of the functions it has delegated to its Contract Providers. Pathways will maintain regular means of communicating and providing information on changes in policies and procedures to its contract providers.

DEFINITIONS:

N/A

REFERENCES:

- MDHHS/CMHSP Contract Section 6.4
- NorthCare Policies/Procedures
- Pathways Contracts and Contract Amendments
- Pathways Out of Network Provider Policy
- Pathways Contract Provider Grievance and Appeals Policy

HISTORY:

REVISION DATE: N/A; 05/29/14; 06/16/15; 06/11/16; 02/13/17; 01/17/18
 CEO APPROVAL DATE: 06/19/13; 05/30/14; 06/16/15; 02/13/17; 01/17/18
 BOARD APPROVAL DATE: 08/07/13; 02/07/18

PROCEDURES:

1. New Provider Orientation

New providers will be oriented to Pathways through receipt of an Orientation Packet. The Orientation Packet includes (at a minimum):

- Pathways Contract Provider Manual
- Pathways Policies and Procedures
- Providers may be trained on Pathways' EMR and Provider Access, as appropriate.

2. Updates on Network Activities

Providers receive updates on activities through mechanisms such as the following:

- Contract Provider section on the Pathways website at www.up-pathways.org
- Updated versions of Provider Manual (including Policies and Procedures) are available on the Pathways website
- Email communication of changes/updates
- Provider meetings, both regular ongoing meetings and those by invitation on an as needed basis

3. Changes in Rates or Contracting Provisions

Provider contracts contain the terms for provision of services, reimbursement rates and provider responsibilities. It also describes the relationship between Pathways and the Contract Provider. Changes in rates or contracting provisions are communicated to providers, at least 30 days in advance, through written correspondence and typically include a contract amendment.

4. Benefit and Eligibility Information

Benefit and eligibility information for Pathways individuals is available on-line in the Michigan Medicaid Manual (http://www.michigan.gov/MDHHS/0,1607,7-132-2945_5100-87572--,00.html) and at Pathways website. Updates will be communicated as mentioned above under "Updates on Network Activities".

5. Provider Grievance (Dispute) Resolution

Contract Provider Grievance (Dispute) and Appeals Process – Administrative Issues, Non-Compliance, Competence or Conduct can be found on Pathways website as stated above.

6. Provider Manuals

Provider Manuals will be made available to all new contract providers. The Pathways Contract Provider Manual can be found on the Pathways website at www.up-pathways.org. Providers who do not have access to the Pathways website will be mailed a copy upon request. Providers will be notified when changes are made to the manual by mail or by email, and prompted to review the changes on the Pathways website.

7. Provider Relations and Customer Service Contact Information

Providers with questions regarding orientation materials or requiring assistance regarding contract provider network issues throughout their time as a participating provider may contact a Pathways representative, as listed in the Contract Provider Manual at www.up-pathways.org.

8. Mechanism to receive suggestions and guidance from Providers

Pathways encourages active participation on regional committees and/or provider meetings that address how Pathways can best serve individuals. Providers with suggestions and guidance information about how to best serve Pathways individuals can contact Pathways Customer Service Specialist. There is a link to contact information on Pathways' website.

9. *Compliance with Delegated Functions*

Pathways will communicate with Contract Providers who perform delegated functions for Pathways regarding changes that impact delegated functions.