

## PATHWAYS CMH

<b>POLICY TITLE:</b> Provider Directory	<b>CATEGORY:</b> Provider Network Management	
<b>EFFECTIVE DATE:</b> 07/02/15	<b>BOARD APPROVAL DATE:</b> 06/01/16	
<b>REVIEWED DATE:</b> 05/20/16	<b>REVISION(S) TO POLICY STATEMENT:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>OTHER REVISION(S):</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>RESPONSIBLE PARTY:</b> HR Director / Contract Manager	<b>CEO APPROVAL:</b> Mary Swift, CEO	

### APPLIES TO

Pathways Personnel  
Pathways Contract Providers

### POLICY

Pathways will maintain a current Provider Directory of credentialed staff and contract providers.

### PURPOSE

To ensure our consumers and communities have access to current information regarding providers available through Pathways in the counties of Alger, Delta, Luce and Marquette and whom they may contact with any specific concerns or issues.

### DEFINITIONS

N/A

### REFERENCES

- MDHHS Customer Services Standards
- NorthCare Policy and Procedures
- Pathways Network Provider Selection Policy

### HISTORY

REVISION DATE: 05/20/16  
 REVIEW DATE: 06/16/15; 05/20/16  
 CEO APPROVAL DATE: 06/18/15; 05/20/16  
 BOARD APPROVAL DATE: 07/02/15; 06/01/16

## PROCEDURES

- A. Pathways Directory lists credentialed Pathways personnel and contracted providers, both independent and organizational. The Pathways Directory is maintained by Pathways Credentialing personnel and a current copy is available on the Pathways website: [www.pathwaysup.org](http://www.pathwaysup.org).
- B. Pathways will maintain a current listing of all credentialed personnel and contract providers, both organizations and practitioners with whom Pathways has contracts. For each provider, the directory lists the populations they serve, the services they provide, any non-English languages they speak, any specialty for which they are known, and whether they are accepting new consumers. Pathways Provider Directory is offered/given to individuals when they enter services and annually thereafter. Directories are also available electronically on Pathways website and in paper format upon request.
- C. Pathways Provider Directory will be maintained according to the following guidelines:
  1. Within 45 calendar days of the date that both the credentialing and contracting processes are complete, a provider initially approved for participation is:
    - a. Displayed in the online provider directory with current date.
    - b. Flagged for inclusion in subsequent hard copy versions of the provider directory at that same time.
  2. Within 5 days of the determination of any participating provider not being re-credentialed for any reason or they no longer meet the credentialing requirements in the organization's credentialing plan, the provider is temporarily removed from the requisite online directory.
  3. Within at least 45 days, Pathways will assure timely updates of the Provider Directory when:
    - a. A participating provider who had been removed from the directory is added back into the directory.
    - b. The organization receives notice of changes in a provider's contact information.
    - c. The participating provider's credentials need to be updated after verification per the organization's credentialing plan.
  4. Within 45 calendar days of determining a provider is no longer participating in the network, the provider is:
    - a. Removed from electronic versions of the provider directory and
    - b. Will be removed from subsequent hard copy versions of the provider network at that same time.
  5. Pathways will retain copies of previous electronic Provider Directories for a minimum of seven years after removal from website and hard copy circulation.