

## NORTHCARE NETWORK

<b>POLICY TITLE:</b> Network Provider Communication	<b>CATEGORY:</b> Provider Network Management	
<b>EFFECTIVE DATE:</b> 3/6/13	<b>BOARD APPROVAL DATE:</b> 3/6/13	
<b>REVIEWED DATE:</b> 11/2/22	<b>REVISION(S) TO POLICY STATEMENT:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>OTHER REVISION(S):</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>RESPONSIBLE PARTY:</b> Provider Network Specialist	<b>CEO APPROVAL DATE:</b> 12/6/22 Dr. Tim Kangas, CEO	

### **APPLIES TO**

NorthCare Network Personnel  
Network Providers

### **POLICY**

It is NorthCare Network's policy to ensure that network providers are oriented to and aware of all information necessary to provide care to beneficiaries and to comply with rules, regulations, accreditation standards and the NorthCare Network's policies and procedures.

### **PURPOSE**

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

### **DEFINITIONS**

N/A

### **REFERENCES**

- MDHHS/PIHP Contract, as amended  
[https://www.michigan.gov/mdhhs/0,5885,7-339-71550\\_2941\\_4868\\_4899---,00.html](https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4868_4899---,00.html)
- Accreditation Standards, as applicable
- Network Provider Contracts and Contract Amendments
- NorthCare Network Out of Network Provider Policy
- Network Provider Grievance and Appeal Process Administrative Policy
- Provider Appeal Process-Medicaid ABD (Medical Necessity) and Payment Policy

### **HISTORY**

REVISION DATE: 8/27/13, 9/12/13, 1/23/17, 11/20/17, 12/4/20, 1/11/22

REVIEW DATE: 2/27/13, 9/12/13, 6/14/14, 5/22/15, 3/22/16, 1/23/17, 11/20/17, 9/26/18, 2/4/20, 12/4/20, 1/11/22, 11/2/22

CEO APPROVAL DATE: 2/27/13, 8/27/13, 9/12/13, 6/14/14, 6/2/15, 4/4/16, 2/7/17, 12/11/17, 10/2/18, 2/26/20, 1/5/21, 2/1/22, 12/6/22

BOARD APPROVAL DATE: 3/6/13

## **PROCEDURES**

### A. New Provider Orientation

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

- NorthCare Network Provider Manual(s)
- Applicable NorthCare Network Policies and Procedures
- Providers will also be trained on NorthCare Network's information systems such as Provider Access, as appropriate.

### B. Updates on Network Activities

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

- Provider section on the NorthCare Network website at [www.northcarenetwork.org](http://www.northcarenetwork.org)
- Updated versions of Provider Manual and (Policies and Procedures) are available on the NorthCare Network website
- Email communication of changes/updates
- Provider meetings, both regular ongoing meetings and those by invitation on an as needed basis

### C. 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 the organization and the participating 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.

### D. Benefit and Eligibility Information

Benefit and eligibility information for NorthCare Network consumer is available on-line in the Michigan Medicaid Provider Manual and at the NorthCare Network website. Updates will be communicated as mentioned above under "Updates on Network Activities".

### E. Provider Grievance and Appeal process

- Provider grievance and appeals information may be found under the Provider tab, click on Policies and Provider Network Management (PNM) on left side of page on the NorthCare Network website [www.northcarenetwork.org](http://www.northcarenetwork.org)

### F. Provider Manuals

- Provider Manuals will be made available to all new providers in the Network and can be found on NorthCare's website ([www.northcarenetwork.org](http://www.northcarenetwork.org)).
  - NorthCare provider manual (Mental Health Providers) [Provider Manual](#)
  - SUD Operations Manual (SUD Providers) [SUD Operations Manual](#)

NOTE: Providers will be notified when changes are made to the manuals and policies by email. It is the responsibility of every provider to review associated manuals/policies changes, as posted to the website and update/inform applicable staff of changes, upon receipt of this notice. Providers who do not have access to the NorthCare Network website will be mailed a copy of the manuals upon request.

G. Provider Relations and Customer Service Contact Information

Providers with questions regarding orientation materials or requiring assistance regarding provider network issues throughout their time as a participating provider may contact NorthCare Network Management at 1-888-333-3080 or by emailing [PNM@northcarenetwork.org](mailto:PNM@northcarenetwork.org).

H. Mechanism to receive suggestions and guidance from Providers

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

I. Compliance with Delegated Functions

NorthCare Network will communicate with Member CMHSPs and other contractors who perform delegated functions for the PIHP regarding changes that impact delegated functions.