

NORTHCARE NETWORK

POLICY TITLE: Notification of Change in Provider Network and PIHP Administrative Personnel	CATEGORY: Provider Network Management	
EFFECTIVE DATE: 10/3/12	BOARD APPROVAL DATE: 8/10/16	
REVIEWED DATE: 2/9/23	REVISION(S) TO POLICY STATEMENT: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	OTHER REVISION(S): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
RESPONSIBLE PARTY: QI/Compliance Officer	CEO APPROVAL: 2/10/23 Megan Rooney, Interim CEO	

APPLIES TO

NorthCare Network Personnel
Member CMHSP
SUD Providers

POLICY

It is the policy of NorthCare Network to have established guidelines to address notification requirements of any changes in administrative positions and in the composition of the provider network organizations that negatively affect access to care.

PURPOSE

To ensure adequate capacity and continuity of care, NorthCare Network will make sure that changes in its provider network and the networks of its Member CMHSPs are communicated in compliance with state and federal requirements.

DEFINITIONS

N/A

REFERENCES

- BBA Section 438.207 (c)(2); 438.10 (f)(5)
- MDHHS/PIHP Contract, as amended
https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4868_4899---,00.html
- Accreditation Standards, as applicable
- NorthCare Network Provider Directory Policy
- NorthCare Network Sanctions Policy

HISTORY

REVISION DATE: 1/6/14, 9/23/15, 7/27/16, 3/13/18, 12/11/18, 9/24/20, 7/28/21, 4/15/22, 2/9/23

REVIEW DATE: 9/12/12, 3/20/13, 1/6/14, 12/3/14, 9/23/15, 7/27/16, 5/24/17, 3/13/18, 12/11/18, 1/21/20, 9/24/20, 7/28/21, 4/15/22, 2/9/23

CEO APPROVAL DATE: 9/14/12, 3/20/13, 1/6/14, 12/3/14, 9/23/15, 8/2/16, 6/6/17, 3/27/18, 1/7/19, 2/4/20, 9/24/20, 8/3/21, 5/3/22, 2/10/23

BOARD APPROVAL DATE: 10/3/12, 8/10/16

PROCEDURES

Written procedures must be in place to address changes in the network that negatively affect beneficiaries' access to care. Other significant changes in the provider network will be communicated to beneficiaries and NorthCare Network by the contracted provider.

A. Notice to NorthCare Network:

Member CMHSPs and SUD Providers are required to notify NorthCare Network of changes in the composition of their provider network that negatively affect access to care, and changes in administrative positions noted below within four (4) business days.

- Chief Executive Officer (CEO)
- Medical Director
- Quality Improvement Director
- Chief Financial Officer (CFO)
- Chief Information Officer (CIO)
- Compliance Officer
- Grievance and Appeals Coordinator

NorthCare Network will have a subsequent three (3) business days, for a total of seven (7) to notify MDHHS.

NorthCare may apply sanctions to the Provider if a network change that negatively affects beneficiaries' access to care is not reported timely, or the Provider is not willing or able to correct the issue *as outlined in NorthCare Network's Sanctions Policy*.

B. Notice to MDHHS:

NorthCare Network will notify MDHHS within seven (7) days of any changes to the composition of the provider network organizations that negatively affect access to care and vacancies or staffing changes in the following administrative positions:

- CEO
- Medical Director
- Quality Improvement Director
- CFO
- CIO
- Compliance Officer
- Grievance and Appeals Coordinator

C. Notice to Providers:

NorthCare Network will notify Network Providers of any changes in the following positions:

- CEO
- Medical Director
- Quality Improvement Director
- CFO
- CIO
- Compliance Officer
- Grievance and Appeals Coordinator

D. Notice to Beneficiaries:

NorthCare Network and Member CMHSPs must give each beneficiary written notice of a significant change in its applicable provider network including the addition of new providers and planned termination of existing providers.

- Notice to the beneficiary must be given within 15 calendar days after receipt or issuance of the termination notice.

E. Provider Directory Updates:

Provider Directories will be maintained as outlined in the *Provider Directory Policy*.

F. Plan to Address Changes in Provider Network

When a negative impact to the access of care is identified, NorthCare Network will develop a written plan to address steps needed to ensure appropriate and timely access to care which will include, but not be limited to:

- Identify estimated time frame of the negative impact to care.
- Ensure communication with each individual.
- Identify and connect to appropriate services when an immediate need is identified.
- Take necessary steps to mitigate future negative impacts to access.