

NORTHCARE NETWORK

POLICY TITLE: Provider Directory Policy	CATEGORY: Provider Network Management	
EFFECTIVE DATE: 12/4/13	BOARD APPROVAL DATE: 7/13/16	
REVIEW DATE: 7/1/24	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: Provider Network Specialist	CEO APPROVAL DATE: 8/6/24 Megan Rooney, CEO	

APPLIES TO

NorthCare Network Personnel
Network Providers

POLICY

NorthCare Network and Organizational Network Providers maintain a current Provider Directory of credentialed, individual providers, both employed and under contract and contracted organizational providers

PURPOSE

To ensure stakeholders, staff and communities have access to current information regarding providers available in their local area.

DEFINITIONS

N/A

REFERENCES

- MDHHS Customer Services Standards
- NorthCare Network Credentialing Program Policies/Procedures
- MDHHS/PIHP Contract
- 42CFR 438.10

HISTORY

REVISION DATE: 12/18/13, 12/5/05, 5/17/16, 3/16/17, 1/24/18, 11/26/18, 12/4/20, 1/11/22, 8/2/22, 8/25/22, 9/11/23
 REVIEW DATE: 11/27/13, 12/18/13, 12/5/14, 12/11/15, 5/17/16, 3/16/17, 1/24/18, 11/26/18, 2/4/20, 12/4/20, 1/11/22, 8/2/22, 8/25/22, 9/11/23, 7/1/24
 CEO APPROVAL DATE: 11/27/13, 12/18/13, 12/5/14, 1/11/16, 5/31/16, 4/4/17, 2/12/18, 12/4/18, 2/26/20, 1/5/21, 8/2/22, 9/6/22, 10/12/23, 8/6/24
 BOARD APPROVAL DATE: 12/4/13, 7/13/16

PROCEDURES

- A. Provider Directories must be maintained and include a current listing of all individual practitioners/providers as well as organizational providers under contract. Providers must not be listed in any provider directory until the credentialing process is complete and the credentialing committee has granted participation to the provider. NorthCare suggests that all information in the provider directory (e.g., changes in address, phone numbers, primary contacts, etc.) is verified at time of recredentialing.

B. Beneficiaries shall be given this list annually unless the beneficiary has expressly informed the PIHP that accessing the listing through an available website or customer services line is acceptable. Directories are available electronically on the organization's website. Individuals must be informed that the Directory is also available in paper form without charge. A paper copy must be provided within five (5) business days of request.

C. Provider Directories must include:

1. A current listing of all individual/organizational practitioners/providers,
 - i. Provider name
 - ii. Address
 - iii. Telephone number
 - iv. Website URL
 - v. Hospital affiliations
 - vi. Whether the provider is accepting new patients
 - vii. Population(s) each provider serves
 - viii. Days and hours of operation
 - ix. Whether the provider's office/facility has accommodations for people with physical disabilities
 - x. Non-English languages each provider speaks including American Sign Language (ASL)
 - xi. Any specialty for which the provider is known
 - xii. Accommodations
 - xiii. Cultural and linguistic capabilities (if they have completed cultural competency training).
2. Most recent revision date of online directory
3. MI Health Link provider directories must also include;
 - i. Type of provider
 - ii. County
 - iii. City
 - iv. Zip code

Note: The following are listed in the NorthCare Customer Handbook:

- Independent Facilitators available for person-centered planning
- List of service array with brief service descriptions

D. Provider Directories will be maintained according to the following guidelines:

1. Within 30 **calendar** days of the date that both the credentialing and contracting processes are complete, a provider initially approved for network participation is:
 - a. Displayed in the online provider directory with current version date
 - b. Most current version will be provided in hard copy upon request
2. Within 5 **business** days of the determination of any participating provider not being recredentialed for any reason or they no longer meet the credentialing requirements in the organization's credentialing plan, the provider is removed from the online directory.

3. Organizations must have written policies and/or documented procedures for updating all provider directories to ensure the following changes are made within 30 **calendar** days of the following actions:
 - a. Adding a participating provider previously removed from provider directories back into those directories;
 - b. Updating a participating provider's contact information once the organization receives notification of change;
 - c. Updating a participating provider's credentials as needed after they have been verified per the organization's credentialing plan.
 4. Within 30 **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
 5. Copies of provider directories must be retained for a minimum of 3 years.
- E. NorthCare Network will:
1. list all NorthCare Network credentialed clinical staff, and contracted providers (individual and organizational) in its Provider Directory;
 2. maintain a current copy on the NorthCare website:
www.northcarenetwork.org
 3. will monitor CMH directories that are linked on NorthCare's website.
- F. Network Providers are responsible to:
1. maintain a current listing in ELMER of all licensed providers that includes employed and contracted practitioners/providers as well as organizational providers;
 2. ensure the credentials of each provider listed in ELMER are current and accurate;
 3. ensure updates are timely and within established guidelines.