NORTHCARE NETWORK

POLICY TITLE: Notification of Change in Provider Network	**CATEGORY:** Provider Network Management	
EFFECTIVE DATE: 10/3/12	**BOARD APPROVAL DATE:** 8/10/16	
REVIEWED DATE: 5/7/26	**REVISION(S) TO POLICY STATEMENT:** ☐ **Yes** ☒ **No**	**OTHER REVISION(S):** ☒ **Yes** ☐ **No**
RESPONSIBLE PARTY: Provider Network Specialist	**CEO APPROVAL:** 6/11/26 Megan Rooney, 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 438.207 438.10
- MDHHS/PIHP Contract, as amended
  https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4868_4899---,00.html
- NorthCare Network Provider Directory Policy
- NorthCare Network Sanctions Policy

HISTORY
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, 8/15/23, 6/3/24, 10/3/24, 7/14/25, 5/7/26
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, 8/15/23, 6/3/24, 10/3/24, 7/14/25, 5/7/26
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, 9/5/23, 7/2/24, 11/5/24, 7/14/25, 6/11/26
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 within four (4) business days. Notification is to be sent to the Provider Network Specialist via email pnm@northcarenetwork.org.

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.

C. Notice to Providers:
NorthCare Network will notify Network Providers of any changes in administrative positions.

D. Notice to Beneficiaries:
NorthCare Network Member CMHSPs and SUD Providers 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 seen on a regular basis*. *Regular basis means provider agency authorized to be seen at least quarterly.*

- A written letter of notice to the beneficiary must be given by the later of 30 calendar days prior to the effective date of the termination or within 15 calendar days after receipt or issuance of the termination notice.
- If the termination impacts services, ABD must also be provided.

NorthCare Network may execute Network Provider agreements, pending the outcome of screening, enrollment, and revalidation, of up to 120 days but must terminate a network provider immediately upon notification from the State that the network provider cannot be enrolled or the expiration of one 120-day period without enrollment of the provider, and notify affected beneficiaries.

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.