

BARRY COUNTY COMMUNITY MENTAL HEALTH AUTHORITY POLICY AND PROCEDURE MANUAL

Policy: Provider Communication 12-E		Application: BCCMHA Providers
Reviewed 12/20/2023	Revised 5/18/2022	First Effective 10/26/2011

I. PURPOSE

In order to ensure quality services and care with contract providers, Barry County Community Mental Health Authority (BCCMHA) needs to ensure that effective channels of communication are established and maintained which support a mutually beneficial payer-provider relationship.

II. POLICY

BCCMHA will ensure that network and out-of-network providers are aware of all information necessary to provide care to clients and to comply with each organization's administrative requirements.

III. PROCEDURES

NEW PROVIDER ORIENTATION

New participating providers will be oriented to SWMBH/BCCMHA Provider Network including administrative requirements, clinical requirements, practice guidelines, the authorization process, claims submission, benefit and eligibility information, appeals process and the grievance system.

UPDATES ON NETWORK ACTIVITIES

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

1. SWMBH Provider Newsletter mailed to each Medicaid Provider
2. Updated policies on the agency website
3. Provider Group email correspondence
4. Provider meetings (by invitation on an as needed basis)

RATE CHANGES OR CONTRACT PROVISIONS

Provider contracts contain the terms for provision of services, reimbursement rates and provider responsibilities. This document describes the relationship between the organization and the participating provider. Changes in rates or contracting provisions are communicated to providers through written correspondence and typically include a contract amendment.

APPEALS INFORMATION

Appeals information may be found in the provider network policies and procedures listed on the BCCMHA website.

PROVIDER NETWORK AND CUSTOMER SERVICE

Providers with questions regarding orientation materials or requiring assistance regarding provider network issues throughout their time as a participating provider on the BCCMHA provider panel may contact the contract manager or agency designee.

In the event of a contract termination, BCCMHA Provider Network will notify BCCMHA Customer Service Representative and any case holders that are impacted by the termination.

1. Notice to the customer must be provided by the later of (1) 30 calendar days prior to the

effective date of the termination; or (2) 15 calendar days after receipt or issuance of the termination of contract notice.

2. Written notification of change shall be in the form of mail or email to the customer.
3. Written notification shall include at a minimum the affected provider/practitioner's name and effective date and instructions on selecting another provider.

FEEDBACK FROM PROVIDERS

Providers with suggestions and guidance information about how to best serve BCCMHA clients can contact the contract manager or agency designee. The request for questions is posted with the contact information on the BCCMHA website.

APPROVED BY:

Richard Thiemkey
Executive Director

Date