

COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE POLICY AND PROCEDURES MANUAL				
Chapter Program Quality	Section Provider Network Management	Chapter 05	Section 05	Subject 11
Subject Notification of Change in Provider Network and CMH Administrative Personnel				Approved: 01/26/2021 Replaces: 12/26/17

Reviewed/No Updates March 2022

- I. **PURPOSE:** To ensure adequate capacity and continuity of care, Community Mental Health Authority (CMHA) will make sure that changes in its provider network are communicated in compliance with state and federal requirements.

- II. **APPLICATION:** CMHA providers employed directly, contracted, or subcontracted by CMHA.

- III. **DEFINITIONS:** None

- IV. **POLICY:** CMHA will notify NorthCare within four (4) business days of any changes to the composition of the provider network that negatively affect access to care, and changes in senior management positions. Other significant changes in the provider network will be communicated to beneficiaries and to NorthCare, as appropriate. CMHA will also provide written notification to the Michigan Department of Health and Human Services (DHHS) of any changes in senior management positions within seven (7) days.

- V. **PROCEDURE:**
 - A. Notice to NorthCare: CMHA’s CEO, or designee, will notify NorthCare’s CEO within four (4) business days of any changes in the following positions:
 1. CEO.
 2. Medical Director.
 3. Finance Director.
 4. Clinical Director.
 5. Community Services Director.
 6. Recipient Rights Officer.
 7. Information Systems Analyst.
 8. Compliance Liaison.

 - B. Notice to DHHS: CMHA’s CEO, or designee, will notify DHHS’s Contract Manager within seven (7) days of any changes in the following senior management positions:
 1. CEO.
 2. Medical Director.

 - C. Notice to Beneficiaries: CMHA’s CEO or designee will make a good faith effort to give notice of termination of a provider, within 15 days after receipt or issuance of the

termination notice, to each beneficiary who received his/her primary care from, or was seen on a regular basis by, the applicable provider.

- D. Notice to CARF:** CMHA's CEO, or designee, will notify CARF within 30 days of their occurrence for the following:
1. Change in leadership.
 2. Change in ownership.
 3. Change in the organization name.
 4. Relocation of an accredited program or service of the organization itself.
 5. Change in mail and/or email addresses.
 6. Relocation, expansion, or elimination of an accredited program or location.
 7. Financial distress.
 8. Acquisition, consolidation, joint venture, or merger.
- E. Provider Directory Updates:** Provider Directories will be maintained as outlined in the Credentialing policy (#05-05-01).

VI. REFERENCES AND LEGAL AUTHORITY: BBA Section 438.207 (c)(2); 438.10 (f)(5); PIHP/MDHHS Contract Section 6.2; PIHP/MDHHS Contract Attachment P 7.7.1.1 Reporting Requirements – Notification of Provider Network Changes; URAC Standards, as applicable; NorthCare Network Provider Directory Policy; CARF Behavioral Health Standards

VII. EXHIBITS: None