COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE POLICY AND PROCEDURES MANUAL				
Chapter **Program Quality**	**Section** **Provider Network Management**	**Chapter** **05**	**Section** **05**	**Subject** **04**
Subject **Network Provider Communication**	**Authorization**		**Approved: 12/26/17** **Replaces: None**	

Updated: October 2024; Reviewed/No Update: October 2025

I. PURPOSE: To ensure Gogebic Community Mental Health Authority's (GCMHA) responsibility for maintaining and continually evaluating an effective provider network adequate to fulfill the obligations of the MDHHS/PIHP Specialty Services and Supports Contract. GCMHA is accountable for the beneficiaries in its service area, regardless of the functions it has delegated to its Network Providers. GCMHA will maintain regular means of communicating and providing information on changes in policies and procedures to its providers.

II. APPLICATION: GCMHA providers employed directly, contracted, or subcontracted by GCMHA.

III. DEFINITIONS: None

IV. POLICY: GCMHA will ensure that network providers are oriented to and are aware of all information necessary to provide care to beneficiaries and to comply with rules, regulations, accreditation standards, and GCMHA's policies and procedures.

V. PROCEDURE:

A. New Provider Orientation:
New participating providers will be oriented to the network through receipt of an Orientation Packet. Network providers will be directed to the online orientation packet via www.gccmh.org/contracted-providers/. A paper copy of the orientation material will be provided upon request. The Orientation Packet includes (at a minimum):

1. GCMHA's Provider Manual(s).
2. GCMHA's Policies and Procedures (relevant to network providers)
3. Providers will also be trained on GCMHA's information systems such as SharePoint, myLearningPointe, and ELMER, as applicable.

B. Updates on GCMHA Activities:
Providers receive updates on GCMHA activities through mechanisms such as the following:

1. Contracted Provider section on the GCMHA website at www.gccmh.org.
2. Updated versions of Provider Manual (including policies and procedures) are available on the GCMHA website under the 'Contracted Provider' tab
3. Email communication of changes/updates.
4. Provider meetings, both regular/ongoing meetings and those by invitation on an as needed basis.

C. Changes in Rates or Contracting Provisions:
Provider contracts contain the terms for provision of services, reimbursement rates, and provider responsibilities. It also describes the relationship between the organization and the participating provider. Changes in rates or contracting provisions are communicated to providers at least 30 days in advance, through written correspondence and typically include a contract amendment.

D. Benefit and Eligibility Information:
Benefit and eligibility information for GCMHA consumers is available on-line in the Michigan Medicaid Provider Manual and at the GCMHA website. Updates will be communicated as mentioned above under "Updates on GCMHA Activities".

E. Provider Grievance and Appeal Process:
Provider grievance and appeals information may be found in the Provider Network Policies and Procedures on-line on the Gogebic GCMHA website at www.gccmh.org.

F. Provider Manuals:
Provider Manuals will be made available to all providers. The GCMHA Provider Manuals can be found on the GCMHA website at www.gccmh.org. Providers who do not have access to the GCMHA website will be mailed a copy upon request. Providers will be notified when changes are made to the manual by mail or by email and prompted to review the changes on the GCMHA website.

G. Provider Relations and Customer Service Contact Information:
Providers with questions regarding orientation materials or requiring assistance regarding provider network issues throughout their time as a participating provider may contact GCMHA at 906-229-6104.

H. Mechanism to receive suggestions and guidance from Providers:
GCMHA encourages active participation on committees and/or provider meetings that address how the provider network can best serve consumers. Providers with suggestions and guidance information about how to best serve GCMHA consumers can contact GCMHA's Customer Services Coordinator.

I. Compliance with delegated functions:
GCMHA will communicate with contractors who perform delegated functions for the GCMHA regarding changes that impact delegated functions.

VI. REFERENCES AND LEGAL AUTHORITY: PIHP/MDHHS Contract Section 6.4; URAC Standard P-NM-3; P-NM-6; Network Provider Contracts and Contract Amendments; NorthCare Network Out of Network Provider Policy; NorthCare Network Provider Grievance and Appeal Process Administrative Policy; Northcare Network Network Provider Communication Policy

VII. EXHIBITS: None