

Policy 4.5

POLICY TITLE:	NOTIFICATION OF NETWORK CHANGES	POLICY # 4.5		
Topic Area:	Provider Network Management	ISSUED BY: Chief Executive Officer APPROVED BY: Board of Directors	REVIEW DATES	
Applies to:	Entity Staff and Operations, Member CMHSPs and Contracted Providers		8/21/14	4/2020
Developed and Maintained by:	CEO and Designee		12/16/2021	10/20/22
Supersedes:	N/A	Effective Date: January 1, 2014	Revised Date: 10/20/2022	

I. PURPOSE

To ensure that there are sufficient, adequate, and available services within the LRE service area and to ensure that beneficiaries are informed of any changes to the provider network.

II. POLICY

Lakeshore Regional Entity (the "Entity") and its Member Community Mental Health Service Programs (CMHSPs) will have procedures in place to promptly address changes in their provider network that negatively impact access to care for beneficiaries of behavioral health services in the Region 3.

MEMBER CMHSP RESPONSIBILITIES:

- A. It is the responsibility of Member CMHSPs to notify LRE within three (3) business days of any significant changes in their provider network including:
 - An occurrence that requires that relocation of any PIHP or Provider Panel Service site, governance, or administrative operation for more than 24 hours.
 - The conviction of a PIHP or provider panel staff member for any offense that is related to the performance of job duties / responsibilities.
 - At any time that there have been significant changes that would affect adequate capacity and services.
- B. Member CMHSPs will make a good faith effort to give written notice of termination of a contracted provider to each enrollee who received his or her primary care from, or was seen on a regular basis by, the terminated provider. Notification to the enrollee must be provided by the later of thirty (30) calendar days prior to the effective date of the termination, or fifteen (15) calendar days after receipt or issuance of the termination notice.

LRE RESPONSIBILITIES:

- A. Upon receipt of notice from member CMHSPs, the LRE shall immediately notify MDHHS of any changes to the composition of the provider network organizations that negatively affect access to care.
- B. LRE will monitor Member performance through the annual site visit process.

III. APPLICABILITY AND RESPONSIBILITY

This policy applies to LRE Operations LRE member CMHSPs, and LRE Provider Network.

IV. MONITORING AND REVIEW

This policy will be reviewed by the Chief Operations Officer on an annual basis.

V. DEFINITIONS

N/A

VI. RELATED POLICIES AND PROCEDURES

- A. LRE Customer Service Policies and Procedures
- B. LRE Provider Network Policies and Procedures

VII. REFERENCE/LEGAL AUTHORITY

- A. 42 CFR 438.10
- B. MDHHS Medicaid Specialty Supports and Services Contract

VIII. CHANGE LOG

Date of Change	Description of Change	Responsible Party
10/20/22	Annual Review	COO, Provider Network Managers