

POLICIES AND PROCEDURES

Policy Title: Provider Relations Program		
Policy Number: E-4.4.7		
Original Effective Date: June 28, 2011	Approved by:	Eastpointe Board of Directors
Revised/Review Date: April 24, 2018	Approved by:	Eastpointe Board of Directors

Policy: Eastpointe Local Management Entity / Managed Care Organization (LME/MCO) shall maintain a Provider Relations Program to ensure providers receive necessary information and communication. Eastpointe ensures providers have access to all statutes, rules, regulations, guidelines, policies, operational procedures, and recommendations necessary to fulfill their obligations as providers. Eastpointe shall provide this communication through the following: **[N-NM 6]**

- New Provider Orientation
- Provider Updates
- Provider Manual
- Provider Training
- Provider Forums
- Eastpointe Website
- Technical Support and Assistance

Definitions: N/A

Procedure:

New Provider Orientation [N-NM 6 (a.i.)]

Eastpointe has an orientation welcome packet for all new participating provider agencies. Topics include, but are not limited to:

- Authorization process for state-funded services
- Authorization process for Medicaid services
- Credentialing of Medicaid providers
- Routine monitoring
- Plans of Correction for out of compliance findings
- Eastpointe website
- Integrated Payment Reporting System (IPRS) admission and discharge forms

Eastpointe provides web based trainings and pre-recorded training sessions to educate providers about business practices.

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Provider Updates [N-NM 6 (a.ii.)]

As often as deemed necessary, announcements will be posted on the main page under “announcements” on the Eastpointe website. The purpose of the website posting is to relay network activities and changes. This would include any changes in fee schedules or contracting provisions. This information will also be sent out on our list serve. [N-NM 6 (a.iii.)]

The Provider Manual

The Provider Manual provides comprehensive information to provider agencies regarding Eastpointe and the necessary information to successfully deliver services, which includes but is not limited to the following:

- How to obtain information on benefits, eligibility, formulary, and appeals processes. [N-NM 6 (a.iv.)]
- The process for communicating with providers and the community at large, including detailed instructions on how to access Eastpointe staff for technical assistance and problem resolution. [N-NM 6 (b)]

The Provider Manual is on the Eastpointe Website and the provider is informed of where to receive the manual at the time of contractual agreement. [N-NM 6 (a.vi.)]

Network Operations Call Center

The Network Operations Call Center is available to assist providers and their staff regarding provider network issues including Billing and Claims and Utilization Management questions. Providers can access the Network Operations Call Center Monday through Friday 8:30am until 4:30pm at (888)977-2160 or via email at networkoperations@eastpointe.net. [N-NM 6 (b)].

The Network Operations Call Center is a mechanism to receive suggestions and guidance from participating providers about how the provider network can best serve consumers. [N-NM 6 (d)].

Provider Training

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Eastpointe offers training to any participating provider on relevant policies and procedures, as well as other communications set forth by the Department of Health and Human Services or its entities. Other Eastpointe provider training opportunities include, but are not limited to the following:

- The development of quality improvement programs.
- The ability to navigate the state’s mental health system.
- Understanding expectations of Eastpointe, The Division of Medical Assistance (“DMA”), and the Division of Mental Health/Development Disability/Substance Abuses Services (“DMH/DD/SAS”)

Eastpointe maintains a “training calendar” on the Eastpointe website which communicates not only trainings offered by Eastpointe but also offered throughout the state. On-Line trainings are also hosted on the Eastpointe website.

Provider Change Notification

At least thirty (30) days advance notification of changes in fee schedules and contracting provisions is communicated through postings on our website and Communication Bulletins and Newsletters that are sent out on our listserv. **[N-NM 6(c)]**

Provider Forums

Provider Forums or meetings are held at least quarterly as a mechanism to share and receive information pertinent to Eastpointe and Provider Agencies. These forums allow participating providers opportunity to share their suggestions and guidance on how to improve the provider network to best serve consumers. They are held via webinar or face to face with all meetings being recorded and posted to our website for access by providers who are not able to attend the meetings. **[N-NM 6 (d)]**

Eastpointe Website

The Eastpointe website also offers providers an excellent source of comprehensive information that is continuously updated as processes change or new information is available. This website

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serves as a major part of the communication between the LME/MCO, the consumer community, and provider network. Posted within the website the consumer or provider may report a comment/suggestion/or complaint at any time. This may be reported anonymously or requesting a response to the report. In addition, as a mechanism of gauging provider and consumer satisfaction, Eastpointe annually posts on the Eastpointe website satisfaction surveys for input by any interested party. **[N-NM 6 (d)]**



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