

PHYSICIANS HEALTH PLAN OF NORTHERN INDIANA, INC.

POLICY & PROCEDURE

Policy Title: Provider Communication Plan	Origination Date: 11/01/2012
Policy No.: PRS0103	Effective Date: 02/26/2016
Section: Provider Services - Provider Education	Revision Date: 05/07/2018
Approved By: Gail Doran, Chief Operations Officer	Approved Date: 05/07/2018
	Review Date: 05/12/2017

Purpose

To outline PHP's Provider Services communication plan for the PHP participating provider network. (P-NM-6)

Policy

This policy outlines all opportunities for PHP's Provider Network Services staff to communicate or update our participating provider network.

Procedure(s)

➤ **Orientation of New Providers (P-NM 6.a-i)**

New providers are sent a packet within 10 days of credentialing approval that contains the following items:

- Provider Participation Agreement
- PHP Provider Website Portal Access Form
- Insert on the features of the web portal

➤ **Updates of Network Activities**

Changes in the provider network for provider additions, changes or termination are updated on the on-line provider directory every 24 hours. The PHP paper directory is updated on as need basis.

(P-NM 6.a ii)

➤ **Changes in Fee Schedule**

Changes for member physicians are updated in accordance to the PHP PPRC Policy and Procedure. All changes to the PPRC fee schedule are communicated to the provider network in writing 45 days prior to the change. Paying appropriate reimbursement to federally qualified health centers for covered services provided to QHP and non-QHP enrollees. All other contracts contain "Evergreen" fee schedules. When new fee schedules are negotiated for these contracts new reimbursement fee schedules are mailed signed by PHP and the contracting entity. A countersigned contract is returned to the provider for attachment to their core contract. (45 CFR § 156.235(e) (P- NM 6.a iii) (P-NM 6 c)

➤ **Benefits, Eligibility, Formulary, Complaints, and Appeals**

PHP Participating providers have access to the above information on-line at www.phpni.com, or by contacting our Customer Service Department at (800) 982-6257, ext. 11 or (260) 432-6690, ext. 11. For additional formulary information PHP, has a full time Pharmacy Department that is available during regular business hours. For support for complaints, grievances and appeals PHP, has a full time Customer Relations Coordinator/Quality Assurance Representative. (P-NM 6.a v)

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➤ **Changes in Contract Provisions**

New UR/QA plans which are reviewed on an annual basis are uploaded to the provider web portal 30 days prior to implementation. Providers will be notified 30 days prior to implementation of these changes by standard mail. Annual reconciliation of new providers and changes to delegated agreements are mailed to the delegated entity on an annual basis. (45 CFR § 156.235(e) **HPHIX – 6.c – P-NM 6**)

➤ **Dispute Resolution**

Dispute resolution is as described in provider contracts, Section XII, Resolution of Disputes. **(P-NM 6 iv) (P-NM 13)**

➤ **Distribution of Administrative Manuals**

PHP's Provider Administrative Manual is available online at www.phpni.com. The manual is updated on an ad hoc basis. **(P-NM 6 vi)**

➤ **Requests for Provider education and suggestions (P-NM 6b)(P-NM 6 d)**

Requests for Provider education shall include any available data to define and/or clarify the request:

- Collateral information regarding trends should include current incidents of error against which the educational process can be measured
- Current status of the trend, possible short and long term remedies
- Providers Contract Specialist or Director of Client Services shall ascertain area impacted by the proposed change
- Provider Network Services shall work with the requesting department to formulate the most rapid and efficient method of education
- Providers shall be educated; internal impacted areas shall be notified of change and effective date of implementation
- A measure of incident error shall be completed thirty (30) days after education completed and implementation begun. The department identifying the trend shall be responsible for securing this measure and reporting its findings to the Director of Client Services.
- Suggestions submitted by the PHP participating provider community will be forwarded to the Director of Client Services for review with Senior Management and possible implementation. **(P-NM 6d)**

➤ **Provider Newsletter – “Provider Update”**

Provider Network Services will send out two Provider Update Newsletters to the PHP participating provider community. The update will include information regarding changes affecting medical practitioners and dentists.

References:

PHP Policy # FIN 030 Physician Fees Set by the PPRC Committee
Provider Contracts – Section XII, Resolution of Disputes
45 CFR § 156.235; 45 CFR § 156.235(e)

Standard / Regulation #:

Accreditation Standard:

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URAC: P NM 6.a.i P NM 6.a.ii P NM 6.a.iii P NM 6.a. iv P NM 6.a.v P NM 6.a.vi
P NM 6.b P NM 6.c P NM 6.d

Reviewed By

Director of Provider Implementation & Services
Provider Contracting Specialist
Provider Contract Coordinator
Chief Operations Officer

Review Date(s): 1/4/14; 1/6/15, 9/18/15, 3/16/2016, 5/12/2017

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Attachment A - Provider Orientation Cover Letter

Date

Provider Name

Address 1

Address 2

City State Zip

Dear PHP Participating Provider:

The staff at Physicians Health Plan of Northern Indiana would like to take this opportunity to welcome you and your staff to our participating provider network.

PHP offers many tools to assist you on our website at www.phpni.com. On the website you can access information regarding the following:

- Member Eligibility
- Benefits
- Precertification Requirements
- Clinical Policies
- Provider Directory
- Drug Formulary

For your convenience we have included an application for you to complete to obtain access to the website. In addition, you will find a copy of our current provider directory and drug formulary.

PHP has an outstanding, knowledgeable Customer Service Staff that is here to assist you with any questions you may have now or in the future. Please feel free to contact Customer Service at 1-800-982-6257, ext. 11.

Should you have additional questions or would like to have a PHP representative provide an in-service, please feel free to contact our Provider Services staff at 260-432-6690 x304.

Again, thank you for your participation in the PHP network!

Sincerely,

Provider Services