

Policy Title	Provider Notification Policy		
Policy Number	854	Department	Provider Relations
Effective Date	12/03/2020		
Review Date	11/22/2021; 11/21/2022; 11/21/2023		
Revision Date	11/22/2021; 11/21/2022; 11/21/2023		

Purpose:

It is the policy of Neighborhood Health Plan of Rhode Island (Neighborhood) to provide relevant, timely, and accurate information to its contracted provider community.

This policy and procedure outlines how Neighborhood communicates any change, update and/or business process that impacts its provider network within contractual timeframes.

Scope:

- ☒ Medicaid
- ☒ Commercial/Exchange
- ☒ INTEGRITY (Medicare-Medicaid Plan)

Policy Statement:

Neighborhood maintains provider contracts with professional, ancillary, long term services and support and facility-based healthcare providers. It is a contractual obligation to notify network providers at least (60) days prior to such effective date, of any material change.

The Neighborhood Provider Communication Committee (PCC) will govern this policy and procedure and ensure any material changes are communicated clearly, effectively, and with proper advance notice, to its contracted network.

Procedure:

1. Each time a Neighborhood business area changes, updates, and/or creates a process that impacts the provider network, that business area is required to submit a **Provider Communication** ticket to the PCC Chairperson via JIRA. This includes, but is not limited to the following situations:
 - A change in Neighborhood process, policy, or procedure that impacts the provider network, including timeframes
 - An internal change that impacts the way a provider does business with Neighborhood

- Anything that alters how a provider is reimbursed
- A change in provider contract
- A new program or initiative

Existing communication sent to providers, e.g., surveys, letters, etc., do not need “approval” from the PCC, but a JIRA can be submitted for informational purposes.

JIRA requests for Provider Communication should be complete, with as much information as possible, and include a draft of the communication, if applicable.

The submitter of the Provider Communication JIRA is responsible for identifying the following:

- Summary of the communication project and provider impact
- Impacted line(s) of business
- Proposed effective date (*If the PCC determines this project requires 60-day notification, the effective date may be amended*).
- Impacted provider audience

Additionally, it is the responsibility of the Provider Communication JIRA ticket submitter to ensure their business area agrees and understands the project, as well as, know how the provider communication request/process change affects existing provider communication and/or documentation.

Submitters will be asked to assess and answer the following as part of the Provider Communication JIRA ticket submission.

- Does the provider communication request/process change require a configuration request (if yes, note when the configuration was complete and for what system)
- Does the communication request/process change require an amendment to an existing provider contract?
- Does the communication request/process change require a new or updated payment policy?
- Does the communication request/process change require an update to the prior authorization guide?
- Does the communication request/process change require an update to an existing form (*e.g., prior authorization form, other provider form*)
- Does the communication request/process change require an update to the Provider Manual?
- Does the communication request/process change require an update to the nhpri.org website?

2. Provider Communication JIRA tickets must be submitted according to the schedule published on the Provider Relations/Provider Communications Committee SharePoint page ([http://sharepoint/sites/PR/Pages/Provider-Communication-Committee-\(PCC\).aspx](http://sharepoint/sites/PR/Pages/Provider-Communication-Committee-(PCC).aspx)) in order to be reviewed by the PCC.
 - a. Business areas should automatically consider a 60-day notification. That means if a change needs to take place by 6/1, Neighborhood is required to notify providers by 4/1.

- i. Submitters should consult the calendar on the [PCC SharePoint page](#) and find the meeting date that aligns with their request (*in the above scenario for a 6/1 project “go-live,” the provider communication ticket should be submitted in early March—this permits time for the communication project to be adequately prepared and reviewed by the PCC prior to required April notice date*).
3. Questions regarding the **Provider Communication JIRA** ticket process or requests for communication assistance should be directed to the PCC Chairperson in advance of submitting the form.
4. The PCC Chairperson will be responsible for:
 - a. Receiving and reviewing the **Provider Communication** ticket(s) to ensure completeness
 - b. Ensuring the materials meet Neighborhood’s Corporate Brand Guidelines
 - c. Coordinating the review of all **Provider Communication** tickets and accompanying materials in advance of the PCC meeting.
5. The PCC will review all project submissions to:
 - a. Understand the scope and assess the provider and business impact
 - b. Edit documents, as needed
 - c. Evaluate effect on existing provider communication/education
 - i. PCC will identify responsible party and timeline
 - d. Ensure the communication and timeline aligns with Neighborhood’s Provider Notification Policy, i.e., 60-day advance notification.
 - e. Approve communication and timeline
6. The PCC Chairperson will be responsible for communicating PCC feedback/decisions to the submitter of the **Provider Communication** ticket.
7. Once the communication is final, Provider Relations and the Provider Communications Manager will disseminate the communication via business as usual processes and channels:
 - a. Finalize mailing (USPS with vendor or facilities) and/or Email
 - b. Post notification to external nhpri.org website and NaviNet
 - c. Send email to internal provider-facing staff that includes the notification and any talking points necessary to support the communication.
 - d. Post notification (and attachments) to “Provider Communications” on Provider Relations SharePoint page.