



## Provider Communication Committee Charter

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### **Background**

Neighborhood Health Plan of Rhode Island (Neighborhood) is committed to providing exceptional service to our providers. Providers are considered a Neighborhood “customer” and we must continually assess, understand, and seek opportunities to increase their satisfaction.

Communication has been identified as an area of opportunity with our provider network. Understanding and communicating Neighborhood business is not a singular responsibility, but rather one that requires the input and influence of a diverse group of Neighborhood business areas.

### **Purpose**

The Provider Communication Committee (PCC) broadens and enhances the communication between Neighborhood Health Plan of Rhode Island (Neighborhood) and its provider community. The purpose of the PCC is to govern Neighborhood’s Provider Notification Policy and ensure Neighborhood communicates relevant, timely, and accurate information to its contracted provider community.

### **Responsibilities of the Committee**

1. Active participation in meetings and follow-up.
2. Review all ad hoc and regular provider communication to ensure content is appropriate, timely and vetted by impacted business areas.
3. Oversee and maintain the approval process for provider communication.
4. Create, review, and revise provider communication policies and procedures, as needed.
5. Develop internal talking points as needed to assist provider-facing departments with responses to provider inquiries.
6. Identify areas where lack of existing provider communication present risks to the company and prioritize development.
7. Ensure provider communication is in compliance with applicable Federal, State and other regulatory policies and in accordance with industry standard.

## Provider Communication Committee Charter

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### Committee Membership

The PCC shall consist of core members from the following business areas (See Attachment 1):

1. Behavioral Health
2. Claims
3. Corporate Communications
4. Customer Experience
5. Grievances and Appeals
6. Legal (including Compliance)
7. Operations Support
8. Payment Policy
9. Pharmacy
10. Product: Commercial, Medicaid, and MMP
11. Provider Contracting
12. Provider Relations
13. Provider Services
14. Quality Improvement
15. Utilization Management

Other business areas may be invited on an ad hoc basis.

**Chairperson:** The PCC is chaired by the Neighborhood Manager of Provider Communications.

### Responsibilities of the Chairperson

1. Work with internal business areas to triage, organize, and draft appropriate provider communication material in advance of Committee meetings.
2. Organize and lead Committee meetings: the chair will develop the meeting agenda, ensuring tracking documentation and other materials are distributed to Committee members.
3. Work within Neighborhood to effect change, as possible, based upon Committee suggestions and requests.
4. Hold each Neighborhood business owner accountable for completing tasks.
5. Notify and/or involve the PCC in all other planned and unplanned provider communication.

### Committee Operating Procedures

#### Time

Committee shall meet at least once every 30 days and more frequently if necessary and agreed to by the PCC.

#### Attendance

Committee members are expected to attend meetings (in-person or virtually). Members need to notify the Chair if attendance is not possible 24 hours prior to the scheduled meeting.

#### Agenda

Agenda items are developed and distributed to the Committee no later than 5 business days prior to the meeting.



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### Meeting Minutes

A tracking document maintains all Committee questions, decisions, and record of executed communication activity.

### **Revision of the Charter**

The Charter will be reviewed annually. The Charter may be revised based on recommendations of the Committee.

Date Ratified:	11/04/2020
Date Reviewed:	10/06/2020; 11/22/2021; 1/26/2023; 11/21/2023