BERRIEN MENTAL HEALTH AUTHORITY
PROCEDURE

SUBJECT: Provider Communication	SECTION: 07-06-08 Page 1 of 2
APPLICATIONS: Organizational, Specialized Residential and Behavioral Health Contract Providers EFFECTIVE DATE: 10/2011 APPROVED BY: Chief Executive Officer REVISED: 07/14, 2/17, 3/18, 3/19, 2/2020, 2/2023, 2/2026	REQUIRED BY: SWMBH # 2.07 BBA 438.414 MDHHS / PIHP Master Contract 2.5

PURPOSE: To provide guidelines for provider communication.

POLICY:
It is the policy of the Berrien Mental Health Authority (BMHA) to ensure that network providers are aware of all information necessary to provide care to consumers and to comply with the CMHSP's administrative requirements.

PROCEDURE(S)

I. New Provider Orientation
   a. Providers will be trained on claims submission in IRIS and provided instruction for IRIS and benefit and eligibility information.
   b. Providers will be shown how to access consumer authorizations and the authorization process for their services in IRIS.
   c. Providers will be given a packet containing information regarding the location of the agency's policies and procedures, schedule of quarterly provider meetings, and contact information for relevant agency personnel, administrative requirements, clinical requirements, and practice guidelines.
   d. Providers will be given information on the appeals process and grievance system.
   e. Providers will be given Recipient Rights information and forms.
   f. Providers will be given the opportunity to provide email addresses for future communication from BMHA.

II. Updates on Network Activities
   a. Providers will receive updates on network activities through the following mechanisms:
      i. Southwest Michigan Behavioral Health (SWMBH) Newsletter
      ii. BMHA and SWMBH Policies and Procedures that impact Providers
      iii. BMHA and SWMBH Internet Websites
      iv. SWMBH Provider Manual
      v. BMHA Quarterly Provider Meetings

vi. BMHA Annual Provider Training
vii. Mailings and e-mails on topical issues

b. Applicable materials will be reviewed annually to ensure information is accurate and current.

III. Provider Communication with BMHA

a. BMHA maintains an avenue of communication with Providers to accept information about how we could better service consumers through the following means:
   i. Provision of BMHA personnel phone numbers and email addresses to contract Providers.
   ii. BMHA Quarterly Provider Meetings.
   iii. Special topic meetings with Providers.
   iv. Regular email with information updates.

Reviewer: Director of Provider Network

Reviewed: 11/12, 7/13, 7/14, 9/15, 4/16, 2/17, 3/18, 3/19, 2/2020, 5/2021, 2/2022, 2/2023, 2/2024, 6/2025, 2/2026