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| Title 1 | Northern Lakes Policies |
| Part 103 | Managed Health Division |
| Subpart A | Network Administration |
| Policy No. | 103.119 |
| Subject | Provider Dispute Resolution |

Applicability

Policy applies to all Managed Health Division (MHD) workforce members, Northern Lakes CMHA workforce members, and contract and network providers.

Policy

Except for specific provisions contained in individual contracts, provider disputes, appeals, and termination will be handled as follows:

- 1) Member disputes may arise during the course of business with any of the Network Management workforce members. It is the goal of the Network Management workforce members to resolve disputes directly between the provider and designated provider liaison. The Director of Managed Health Division is notified of all provider disputes. Unresolved disputes regarding day-to-day, operational interpretation are to be brought to the attention of The Director of Managed Health Division of Northern Lakes CMHA who will ensure due process in attending to provider disputes. The Network Management Team monitors disputes.
- 2) The Director of Managed Health Division will handle the matter directly or meet with parties appropriate to investigate and resolve the dispute.
- 3) If the provider is not satisfied, the matter will be referred to the Chief Executive Officer for disposition based on the procedures specified in the provider contract.
- 4) If that dispute has not been resolved, the party may seek appropriate legal or equitable remedy.

The Chief Executive Officer must approve all contract terminations in advance. In the event a contract is terminated, the provider may file an appeal based upon whether the facts and events leading up to the decision have been accurately portrayed, The Chief Executive Officer retains sole jurisdiction for determining whether the given facts are sufficient to warrant termination.

Procedures

None.

Adoption Date: June 4, 2006

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March 28, 2012
April 23, 2018

Revision Dates: April 30, 2018