
Title 1	Northern Lakes Policies
Part 103	Managed Health Division
Subpart A	Network Administration
Policy No.	103.114
Subject	Rights and Responsibilities of Providers

Applicability

Policy applies to all Managed Health Division employees, Northern Lakes CMHA employees, and contract and network providers.

Policy

General Provider Responsibilities:

- a) To accept referrals and, except on emergencies, to provide only those services which are authorized.
- b) To provide all services as specified in the agency's Master Contract with MDHHS.
- c) To consult with and seek further authorization from Northern Lakes CMHA employees if additional services or supports are needed beyond those initially authorized.
- d) To comply with the Managed Health Division performance indicators as outlined in all provider contracts.
- e) To submit clean claims and claims data on a timely basis as defined by the contract.
- f) To comply with the Person Centered Planning process as outlined in the contract.
- g) To comply with approved Recipient Rights processes, including confidentiality, release of information, incident reporting, and grievance and appeal processes.
- h) To ensure that only appropriately privileged and/or credentialed employees provide authorized services.
- i) To allow authorized Northern Lakes CMHA employees/representatives access to treatment and planning records upon request.
- j) To cooperate fully with Northern Lakes CMHA quality assurance programs.
- k) To maintain coverage for general and professional liability insurance coverage with minimum limits as outlined in all Northern Lakes CMHA provider contracts. Provider to provide evidence of coverage on request and immediately contact Managed Health Division of any coverage changes.
- l) To comply with all applicable state and federal child abuse and other reporting laws and duty to warn as well as encounter data and documentation standards.
- m) To keep and maintain appropriate and up to date records on each consumer. Providers subject to CARF, The Joint Commission, and other national accrediting organizations must meet the record keeping requirements of such organizations.
- n) To comply with the provisions of the Americans with Disabilities Act.
- o) To participate in network provider meetings.
- p) Participate in and track mandatory provider training.

General Rights of Providers:

- a) To receive prompt payment for clean claims as outlined in all provider contracts.
- b) To utilize dispute resolution processes identified in the provider contracts.
- c) To receive updates from the Managed Health Division.
- d) To receive timely authorization/reauthorization of services.
- e) To receive pertinent clinical and referral information relevant to the service request.
- f) To receive feedback on any relevant quality review, credentialing and/or performance monitoring results.

Procedures

None.

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