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<b>Title 1</b>	<b>Northern Lakes Policies</b>
<b>Part 103</b>	<b>Managed Health Division</b>
<b>Subpart A</b>	<b>Network Administration</b>
<b>Policy No.</b>	<b>103.122</b>
<b>Subject</b>	<b>Member Evaluation and Review</b>

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### **Applicability**

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

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### **Policy**

Northern Lakes CMHA Managed Health Division shall measure and monitor all providers in the network. A variety of measurement tools will be utilized including consumer satisfaction surveys, site visits and record reviews.

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### **Procedures**

None.

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**Adoption Date:** June 4, 2006

**Review Dates:** June 5, 2009  
March 28, 2012  
April 26, 2018  
October 11, 2021 TA

**Revision Dates:** April 30, 2018