



2.12 OPERATING POLICY & PROCEDURE

Subject: Notification of Change in Network		Application: All Departments
First Effective 2/22/2022	Revised -----	Review 2/13/2023

Policy:

Pivotal shall have written procedures in place to address changes in its network that negatively affect access to care. Additionally, Pivotal shall have procedures in place to verify network providers' continued participation in the Pivotal network, and to notify affected customers of any changes.

Purpose:

To set forth the processes that will be followed to notify affected customers of changes to Pivotal's provider network, as well as to timely address and remediate network changes that negatively affect access to care.

Responsibilities:

Pivotal's Provider Network department shall verify providers' continued participation in the Pivotal network for directly held contracts, and shall notify Pivotal's Customer Services department of any contract terminations or expirations.

Pivotal's Customer Services department shall follow applicable requirements and timeframes for notifying affected customers of provider contract terminations and/or expirations.

Definitions:

Negatively impact access to care: When a customer is affected by the termination of a provider in anyway.

Contract Termination: When a network provider or Pivotal ends the contract prior to the end of the contract term. This can include terminations for cause or termination without cause under the provider's contract terms.

Contract Expiration: This may also be referred to as non-renewal or allowing a contract to "sunset". This is when a network provider, Pivotal, or both determine that a contract will not be renewed following the end of the current contract term.

Procedure:

A. Contract Verification

1. For Pivotal's directly held contracts, 60 days prior to the end of the contract term (September 30th for Medicaid contracts) Pivotal Provider Network shall contact network providers to confirm continued participation as a network provider.

B. Contract Terminations/Expirations

1. Pivotal Provider Network shall immediately notify Pivotal Customer Services of any planned contract expirations and/or upon receipt or issuance of any contract termination notices.
2. Pivotal Customer Services shall:
 - a. Pivotal Customer Service will pull a report with all members who have received their primary services or were seen regularly from that provider within the last 90 days.
 - b. Pivotal Customer Service will strive to update the closure letter to be personalized for each member.
 - c. Pivotal Customer Service will print and mail notices to the customer by the later of (1) 30 calendar days prior to the effective date of the termination; or (2) 15 calendar days after receipt or issuance of the termination of contract notice.

C. Notification and Remediation of Network Changes that Negatively Affect Access to Care

1. Pivotal shall notify SWMBH immediately of any changes to the composition of its provider network that negatively affect access to care.

References:

- A. MDHHS-PIHP Contract – Schedule A, Section 1(E)(3)
- B. Managed Care Regulations 438.10 (f)(1)

Attachments: None