Effective Date: 9/3/2008; 11/21/2005
Revised Date:
Review Date: 10/6/2008

North Sound Mental Health Administration

Section 1000: Administrative: Notifying Consumers of Provider Termination

Authorizing Source: SMHC Contract
Cancels: 1552.00
See Also:

Contracted providers must "comply with" this policy	Approved by: Executive Director	Date: 12/5/2008
Responsible Staff: Quality Manager	Signature:	

POLICY #1019.00

SUBJECT: NOTIFYING CONSUMERS OF PROVIDER TERMINATION

PURPOSE
To ensure timely and advance notice to consumers when a contracted provider is terminated so continuity of care can be maintained.

POLICY
Consumers will be notified in writing, in accordance with all state, federal and Mental Health Division (MHD) contract requirements, if their provider's subcontract with the North Sound Mental Health Administration (NSMHA) is terminated. Termination notification can be initiated by either NSMHA or its contracted provider.

PROCEDURE
When a decision is made to terminate a subcontract, the NSMHA Executive Director/designee will form a Continuity of Care team to ensure that ongoing consumers' care needs are met, and that transfers to appropriate and acceptable providers occur.

If a provider subcontract is terminated, NSMHA will notify MHD 30 days in advance of sending public written notice to enrollees.

If either party must terminate a subcontract in less than thirty days, NSMHA will notify MHD as soon as there is a decision to terminate the subcontract and in advance of public notice.

Upon written notification of termination by either party and notification of MHD as above, written notice will be sent to enrollees receiving services from the subcontractor. This notice will include information as to how services will be maintained for the consumer and will also include contact information for the NSMHA Continuity of Care team, the Care Crisis Line and the Mental Health Division.

Medicaid enrollees are not liable for payment for authorized services rendered by insolvent providers.

ATTACHMENTS
None