



SUMMIT POINTE POLICY AND PROCEDURE MANUAL

Section: Provider Network	Policy Name: Provider Network Communication	Policy Number: 1.2.9
Owner: Director of Provider Network	Applies To: <input checked="" type="checkbox"/> Summit Pointe Staff <input checked="" type="checkbox"/> Summit Pointe Contract Providers <input checked="" type="checkbox"/> Summit Pointe CCBHC Services <input type="checkbox"/> Summit Pointe CCBHC DCO Providers	
Approved By: <i>Jean M. Soodick</i>		
Version Number: 3	Revised Date: 02/01/2024	First Effective Date: 03/01/2024

I. **PURPOSE:**

The purpose of this policy is to articulate how information will be communicated to the Summit Pointe Provider Network. This policy also outlines standards and expectations for key provider communication to Summit Pointe.

II. **DEFINITIONS:** Refer to the “Summit Pointe Policy and Procedures Definitions Glossary.”

III. **POLICY:**

Summit Pointe will ensure that providers are aware of all information necessary to provide care to customers and to fully comply with all standards outlined by Southwest Michigan Behavioral Health and the Michigan Department of Health and Human Services.

Summit Pointe contracted providers will ensure that Summit Pointe is notified of key issues as outlined in this policy and in contract.

IV. **PROCEDURE:**

Communication to Providers Regarding Requirements and Expectations:

Summit Pointe will assist providers in understanding contractual requirements and expectations through a variety of means including but not limited to:

- New Provider Orientation.
- Designated provider network staff to address provider questions or concerns.
- Notification to providers of changes in State and federal regulations which impact contractual obligations and/or business practices.
- Notification of changes in Summit Pointe policy.
- Email communication.
- Dedicated Summit Pointe Provider Network website.
- Training, memos, provider network meetings, site review tools and technical assistance.

Communication from Providers regarding Negative Action:

Sentinel Events must be reported as soon as possible and in accordance with Summit Pointe Policy and contract.

It is the responsibility of providers to communicate negative actions to Summit Pointe within 10 business days for the following actions:

- Loss of accreditation.
- Loss of insurance.
- Unfavorable financial audit.



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- Successful litigation claims.
- Loss or change in Adult Foster Care or Child Placing Licensing.
- Reports of substantiated violations of State or federal rules or regulations.
- Any claim, allegation, financial loss, or change in credentialing that may negatively impact the provider.

V. **REFERENCES:**

None

VI. **ATTACHMENTS:**

None