

HEALTHWEST

Policy and Procedure

No. 10-017

Prepared by:

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Approved by:

Subject: New Provider Orientation

DocuSigned by:



Rich Francisco, Executive Director

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I. POLICY

Each new contracted provider will be offered orientation within three weeks of the contract's full execution. The Provider Orientation will review contract requirements, claim processing, and the Electronic Health Record (EHR) system. HealthWest will support the provider with understanding contract expectations and promote compliance.

II. PURPOSE

To ensure that all new Providers understand contract requirements, terms, and conditions.

III. APPLICATION

Applies to all new Contracted Providers.

IV. PROCEDURE

The Agency will provide the following topics during orientation:

- a. Highlight sections of the contract.
- b. The Claims Department will walk through how to submit claims.
- c. Navigating Latitude43.
- d. Opportunity for Questions and Answers

V. Additional Requirements

The Agency will offer the Provider a contact list for each department to reference as needed.

VI. Attachments

- a. New Provider Orientation
- b. Post Provider Orientation

BC/hb