Policy HEALTHWEST

Policy and Procedure

No. 10-017

Prepared by:	Effective: June 1, 2023
Jackie Farrar, Provider Network Manager	Revised: May 19, 2025
Approved by:	Subject: New Provider Orientation

DocuSigned by:
Rich Francisco
AA7FBD48ABB04A3...
Rich Francisco, Executive Director

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

HealthWest will provide Department introductions and processes during orientation:

a. The Contracts Department will highlight sections of the contract and demonstrate how to navigate the HealthWest website including where to locate provider information, forms, policy and procedures, and contract attachments. Communication on changes or updates will be made through multiple mediums including email, quarterly provider meetings, or the provider newsletter.

b. The Claims Department will provide guidance on the claims submission process and provide an overview of utilizing Latitude43.

c. The Utilization Department will provide an overview of the authorization processes.

d. The Recipient Rights Department will review Recipient Rights requirements.

e. The Training Department will outline the training system and its utilization.

f. The Compliance Department will review compliance processes and expectations.

g. The Quality Department will provide an overview of the quality assurance processes and protocols.

V. Additional Requirements

HealthWest will provide the Provider a contact list for each department to reference as needed after the orientation meeting is completed.

VI. Attachments

a. New Provider Orientation

JF/hb