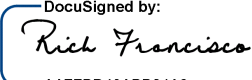




<b>Policy/Procedure Title:</b> <b>Notification of Termination of HealthWest Programs/Services and Contracted Providers</b>	<b>Policy and Procedure #: 10-002</b>	<b><u>Review Dates</u></b>	
<b>Subject:</b> To establish procedures for the written notification of the termination of a HealthWest program/service and/or a contracted provider to each individual who received his/her services from that provider on a regular basis, as well as notifying other Agency Network contracted providers. To establish procedures for the notification of Agency staff in the event of termination of a contracted provider.	<b>Prepared by:</b> Name: Jackie Farrar Title: Manager of Procurement and Provider Network  <b>Approved by:</b> DocuSigned by:  <small>AATFBD46ABB04A3...</small> Rich Francisco, Executive Director	07/15/2025	
	<b>Effective Date:</b> 10/1/2005	<b>Last Revised Date:</b> 04/03/2024	

I. POLICY

HealthWest will assure individuals served by HealthWest, Agency staff, and other contracted providers are notified in a timely manner when provider contracts are terminated.

II. APPLICATION

HealthWest employees, individuals served by HealthWest, and contracted providers.

III. DEFINITIONS

“Regular Basis”: When an individual served by HealthWest is seen at least once a month by a physician or a contracted provider and the frequency of contact is defined in that person’s Individual Plan of Service.

IV. PROCEDURE

A. Upon termination of a HealthWest or contracted program/services, the following notification steps shall occur.

1. The appropriate HealthWest clinical staff shall provide written notification of the termination of HealthWest program/services directly affecting individuals served. Notification shall be provided within five (5) days of receipt or issuance of the termination notice to the following:

- a) HealthWest staff
- b) Individuals receiving services
- c) The Lakeshore Regional Entity (LRE)
- d) Contracted Providers if directly affected by the program/service termination

B. Upon termination of a contracted provider of services, the following steps shall occur:

1. The Network Manager or Provider Network Specialist shall provide written notification/confirmation of contract termination to contracted providers (licensed independent practitioners and agencies).
2. The Network Manager or Provider Network Specialist shall notify HealthWest staff and the LRE of contracted provider terminations within five (5) days of receipt or issuance of the termination notice.
3. The appropriate HealthWest clinical staff shall provide written notification of the terminated contracted provider (licensed independent practitioners and agencies) to individuals who received services on a regular basis from that provider In accordance to the notice of adverse benefit guidelines.

V. REFERENCES

42 CFR 438.10 (f) (5)

MDCH Contract 6.3.3

Authors Initials JF/hb