**New Provider Orientation:**

Click or tap here to enter text.

The onboarding meeting took place on Click or tap here to enter text. via Microsoft Teams.

1. Introduction

Attendance:

- HealthWest Team: Click or tap here to enter text.

- Provider Representatives: Click or tap here to enter text.

1. Contract Update

Common Contract, effective Click or tap here to enter text., has been fully executed for Click or tap here to enter text.

1. Overview of HealthWest website and resources:

* Main Provider Resource Page: <https://healthwest.net/providers/>
* Provider Policies: <https://healthwest.net/provider-policies/>

Includes policies related to background checks, credentialing, and more.

* Provider Contract Attachments: <https://healthwest.net/provider-contracts/>

All referenced contract attachments can be addressed here.

1. Latitude 43 Account Access (Lat43): <https://healthwest.net/providers/>

A screenshot of a computer

AI-generated content may be incorrect.

Forms must be submitted to: Latitude43 Support at [Latitude43Support@HealthWest.net](mailto:Latitude43Support@HealthWest.net)

Access request forms for Latitude 43 are available on the provider page above. Dual

Authentication is required.

1. Key points covered:
2. Contract Requirements (Click or tap here to enter text.)

* Click or tap here to enter text.

1. Credentialing Requirements (Amber Berndt)

* Click or tap here to enter text.

1. Training & Reciprocity (Gary Ridley)

* Click or tap here to enter text.

1. Claims & Payment Process (Amanda Florez)

* Click or tap here to enter text.

1. Recipient Rights (Linda Wagner)

* Click or tap here to enter text.

1. Compliance (Helen Dobb)

* Click or tap here to enter text.

1. Quality Assurance & Audits (Shawna Curran and Bennie Chambers)

* Click or tap here to enter text.

1. Authorizations & Treatment Plans (Carrie Crummett)

* Click or tap here to enter text.

1. Contact Information

|  |  |  |  |
| --- | --- | --- | --- |
| **Department** | **Name** | **Phone** | **Email** |
| **Contracts Department** | General Contract Questions |  | Contracts@HealthWest.net |
|  | Anissa Goodno, Provider Network Specialist | 231-720-5808 | Anissa.Goodno@HealthWest.net |
|  | Gina Kim, Provider Network Specialist | 231-428-1597 | Gina.Kim@HealthWest.net |
|  | Jackie Farrar, Manager of Procurement and Provider Network | 231-767-5862 | Jackie.Farrar@HealthWest.net |
| **Claims Department** | General Claims Questions |  | Claims@HealthWest.net |
|  | Amanda Florez, Claims Supervisor | 231-638-9072 | Amanda.Florez@HealthWest.net |
|  | Mary Ann Trach, Accounting Technician | 231-670-3913 | MaryAnn.Trach@HealthWest.net |
|  | Sophie Rogers, Accounting Technician | 231-670-5536 | Sophie.Rogers@HealthWest.net |
| **Accounts Payable** | General AP Questions |  | Acctspayable@HealthWest.net |
|  | Jason Bates, Administrative Analyst | 231-638-8129 | Jason.Bates@HealthWest.net |
| **Credentialing (Human Resources)** | Amber Berndt, Credentialing Specialist | 231-724-3673 | Amber.Berndt@healthwest.net |
| **Training Department** | Gary Ridley, Communications and Training Manager  And  Gina Schaner, Training Coordinator | 231-724-6057 | training@HealthWest.net |
| **Recipient Rights** | Linda Wagner, Recipient Rights Officer | 231-724-1107 | Recipient.Rights@HealthWest.net |
| **Utilization Management** | Carrie Crummett, Clinical Services Manager II | 231-670-2737 | Carrie.Crummett@HealthWest.net |
| **Quality Assurance** | Bennie Chambers, Accreditation and  Performance Improvement Manager | 231-760-9495 | Bennie.Chambers@HealthWest.net |
|  | Shawna Curran, Evaluation and Innovation Specialist | 231-766-1729 | Shawna.Curran@HealthWest.net |
|  | Lori Marston, COFR Coordinator | 231-670-7255 | Lori.Marston@HealthWest.net |
| **Compliance** | Helen Dobb, Compliance Manager | 616-566-6946 | Helen.Dobb@HealthWest.net |
| **Frequently Used Service Departments** | Community Relations | 231-720-3201 | community.relations@HealthWest.net |
|  | Latitude43 Support |  | Latitude43Support@HealthWest.net |

1. All providers are encouraged to sign up for MDHHS policy and update notifications at:  
   <https://public.govdelivery.com/accounts/MIDHHS/subscriber/new>