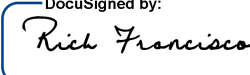




Policy/Procedure Title: New Provider Orientation	Policy and Procedure #: 10-017	<u>Review Dates</u>	
Category: Provider Network Subject: To ensure that all new Providers understand contract requirements, terms, and conditions.	Prepared by: Name: Jackie Farrar Title: Provider Network Manager Approved by: DocuSigned by:  AA7EBD48AB04A3... Rich Francisco, Executive Director		
Effective Date: 06/01/2023	Last Revised Date: 04/24/2026		

I. POLICY

Each new contracted provider will be assessed for orientation needs upon full contract execution. Orientation will be coordinated by the Contracts Department and may be tailored based on the provider’s prior experience, scope of services, and operational needs. Orientation may include full or partial participation from applicable departments and is considered complete once required information and materials have been provided.

II. APPLICATION

Applies to all new Contracted Providers.

III. PROCEDURE

HealthWest will provide orientation to new contracted providers, which may include introductions to relevant departments and an overview of key processes, as applicable, based on the provider’s scope of services, experience, and identified needs. Orientation content may include, but is not limited to, the following:

- 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.

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

- b. The Utilization Department will provide an overview of the authorization processes.
- c. The Recipient Rights Department will review Recipient Rights requirements.
- d. The Credentialing Specialist will provide an overview of background checks and credentialing requirements.

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

- e. The Compliance Department will review compliance processes and expectations.
- f. The Quality Department will provide an overview of the quality assurance processes and protocols.
- g. The Clinical Department will provide an overview of the clinical processes and expectations.

Individual departments may schedule follow-up meetings, as needed, to provide additional detail or clarification based on the provider's services or upon request.

IV. Additional Requirements

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

V. Attachments

- a. New Provider Orientation

Authors Initials JF/

New Provider Orientation: Meeting Minutes

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.

2. Contract Update

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

3. 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.

[02-026 - Credentialing and Re-credentialing Requirements](#)

[02-030 - Background Check Policy](#)

- Criminal & workforce background check (PRE-HIRE & Ongoing every 2 years)
- Michigan SOR (PRE-HIRE & Ongoing every 2 years):
<https://mspsor.com/>
- National SOR (PRE-HIRE & Ongoing every 2 years):
<https://www.nsopw.gov/%3Cfront%3E>
- OIG (Initial & monthly): <https://exclusions.oig.hhs.gov/>
- SAM (Initial & monthly):
https://sam.gov/search/?page=1&pageSize=25&sort=-modifiedDate&sfm%5BsimpleSearch%5D%5BkeywordRadio%5D=ALL&sfm%5Bstatus%5D%5Bis_active%5D=true
- MSP (Initial & monthly): <https://www.michigan.gov/mdhhs/doing-business/providers/providers/billingreimbursement/list-of-sanctioned-providers>. Scroll down to the bottom of this page. The sanction provider list is available in Excel and PDF. Ensure that the provider is NOT on the list.
- Provider Contract Attachments: <https://healthwest.net/provider-contracts/>
All referenced contract attachments can be addressed here.
- Attachment I: Training Requirements: <https://healthwest.net/provider-contracts/>

[Attachment H- Delegated Functions](#)

[Attachment I- Training Requirements](#)

[Attachment J- Conflict of Interest](#)

Providers must comply with all training outlined in Attachment I, including timeframes (e.g., annual renewals, within 30/60/90-days new hire requirements)

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



Forms must be submitted to: Latitude43 Support at Latitude43Support@HealthWest.net
 Access request forms for Latitude 43 are available on the provider page above. Dual Authentication is required. Claims team will follow up with access and setup instructions.

5. Schedule Lat43 (EHR) Training: To be completed concurrently with Claims Training

6. Key points covered:

- a) Contract Requirements (Click or tap here to enter text.)
 - Click or tap here to enter text.
- b) Training & Reciprocity (Click or tap here to enter text.)
 - Click or tap here to enter text.
- c) Claims & Payment Process (Click or tap here to enter text.)
 - Click or tap here to enter text.
- d) Recipient Rights (Click or tap here to enter text.)
 - Click or tap here to enter text.
- e) Compliance (Click or tap here to enter text.)
 - Click or tap here to enter text.
- f) Quality Assurance & Audits (Click or tap here to enter text.)
 - Click or tap here to enter text.
- g) Authorizations & Treatment Plans (Click or tap here to enter text.)
 - Click or tap here to enter text.

7. 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
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	231-670-2031	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

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