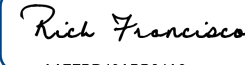




Policy/Procedure Title: Notification of Termination of HealthWest Programs/Services and Contracted Providers	Policy and Procedure #: 10-002	<u>Review Dates</u>	
Subject: To establish procedures for the written notification of the termination of a HealthWest program/service and/or a contracted provider 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.	Prepared by: Name: Jackie Farrar Title: Manager of Procurement and Provider Network Approved by: DocuSigned by:  AATZBD46AB804A3... Rich Francisco, Executive Director	07/15/2025	
		06/17/2026	
	Effective Date: 10/1/2005	Last Revised Date: 06/17/2026	

I. POLICY

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

II. APPLICATION

This policy applies to:
 HealthWest employees
 individuals served by HealthWest
 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 (IPOS).

IV. PROCEDURE

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

1. Notification requirements:
 - a. The appropriate HealthWest clinical staff shall provide written notification of the termination of HealthWest program/services directly affecting individuals served.

2. Timeline:
 - a. Notification must be provided within five (5) days of receipt or issuance of the termination notice.
3. Recipients of Notification:
 - a. Written notice shall be provided to
 - i. HealthWest staff
 - ii. Individuals receiving services
 - iii. The Lakeshore Regional Entity (LRE)
 - iv. Contracted Providers if directly affected

B. Termination of a Contracted Providers

1. Provider Notification:
 - a. A member from the Contracts Team shall provide written notification/confirmation of contract termination to affected contracted providers, including:
 - i. Licensed Independent Practitioners
 - ii. Contracted Agencies
4. Internal and LRE Notification
 - a. The Network Manager or Provider Network Specialist shall notify
 - i. HealthWest staff
 - ii. The LRE

Notification must occur within five (5) calendar days of receipt or issuance of the termination notice.

5. Notification to Individuals Served
 - a. The appropriate HealthWest clinical staff shall provide written notification to individuals who were receiving services from the terminated provider.
 - i. Notification must be provided in accordance with Notice Of Adverse Benefit Guidelines.

V. REFERENCES

42 CFR 438.10 (f) (5)

MDCH Contract 6.3.3

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