

POLICY AND PROCEDURE

DEPARTMENT: Provider Network	DOCUMENT NAME: Provider Orientations & Ongoing Training
PAGE: 1 of 5	REPLACES DOCUMENT:
APPROVED DATE: 9/11	RETIRED:
EFFECTIVE DATE: 1/12, 2/15, 12/15	REVIEWED/REVISED: 11/11 12/11/12, 1/30/13, 11/14, 2/15, 10/15, 10/16, 10/17, 10/18
PRODUCT TYPE: Medicaid	REFERENCE NUMBER: LA.PRVR.13

SCOPE:

This policy and procedure pertains to Louisiana Healthcare Connections (LHCC) Provider Network Department.

PURPOSE:

To ensure that all newly contracted providers receive an orientation within thirty (30) days of when the provider is credentialed in our network or when the LHCC Provider Network Department is notified of their credentialing date. LHCC will conduct on going trainings to contracted providers throughout the year as new policy changes occur.

POLICY:

All contracted clinics, FQHC's, RHC's, group practices, hospitals, hospice providers, personal care service providers, behavioral health providers and individual provider types should receive a new provider orientation to ensure the knowledge base of the operational practices of the health plan. LHCC will distribute its Policies and Procedures to in-network and out-of-network providers via its Provider Manual on the LHCC website. In-network providers will be made aware of how to obtain copies of our provider manual at no cost to them via the orientation process and their welcome letters. **Note:** Our network providers will also receive information on how to request claim payment reconsideration and/or how to dispute a claim payment under our Provider Resources section via the LHCC web site.

In addition to initial and ongoing trainings, virtual workshops will be offered throughout the year on the LHCC website.

PROCEDURE:

The new provider orientation is to be provided within thirty (30) days from the providers' credentialing date or notification of the providers' credentialing date.

The orientation presentation will include, at a minimum, the core elements listed below:

- Coverage Requirements
- Billing Procedures
- Authorization Requirements
- Provider Complaint System/Process/Contact Information

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- Benefit explanation and limitations
- [Accessing the Preferred Drug List on the LHCC website](#)
- Billing and reimbursement guidelines
- Appointment availability standards and after hours coverage
- Timely Filing Information
- Clinical Management Programs
- Behavioral Health Management Programs
- Specialized Behavioral Health Services Program
- Quality Programs (HEDIS for primary care and applicable specialties, etc.)
- Marketing guidelines and materials
- Incentive programs for applicable specialties (Primary care PMPM, etc.)
- Eligibility Verification
- Credentialing Information
- Other service provider partnerships
- Provider responsibilities
- Cultural competencies
- LOCUS Assessment Tool for specialized behavioral health
- Integrating physical and behavioral health
- Assessing and treating co-occurring I/DD
- Use of MCO systems and website
- Evidence-Based practices/Promising practices/Emerging best practices
- Mainstreaming policy and monitoring
- EDI submission
- Benefits of EFT and ERA
- Participation in EMR or EHR
- Identification of special needs of members

LHCC will notify LDH of material changes to provider orientation training no less than thirty (30) days prior to the change.

Meeting minutes are documented on the LHCC provider visit record form located in SharePoint and can be sent to the provider upon request.

REFERENCES:
Current RFP section 10.5.4

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ATTACHMENTS: None

DEFINITIONS

REVISION LOG

REVISION	DATE
Changed the date revised	1/30/2013
Under Policy Heading Deleted and or ancillary providers	1/30/2013
Under Policy Heading Added New practitioners that become participating as part of an existing provider group will have an outreach call to the provider	1/30/2013
Under the Policy Heading deleted Cultural sensitivity, Fraud and Abuse, Medical Directives, and Provider Rights and Responsibilities for core items that will be discussed in orientation presentation.	1/30/2013
Under the Policy Heading added Timely Filing Information, Credentialing Information and Pay For Performance for core elements of items that will be covered in an orientation presentation.	1/30/2013
Under the Policy Heading deleted sign sheet and added Provider Visit Record will be distributed during a meeting	1/30/2013
<ul style="list-style-type: none"> Changes-Added hospice and PCA providers to provider orientations, added items to provider orientation language like billing procedures, auth requirements, provider complaint info, billing and reimbursement info, marketing guidelines and materials, provider responsibilities, cultural competency, EDI, EFT, ERA, EHR, and notification to LDH regarding training in orientation. Also added tracking relative to PVR and meeting minutes. RFP requirements – 7.12; 10.5.2; 10.5.3; 	11/2014
Added core element of presentation: Identification of special needs of members	2/15

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Revisions to P&P to include ongoing training throughout the year for all providers	10/15
Under Policy heading updated to uppercase to FQHC and RHC Added out of network and on the LHCC website. Removed sentence In addition LHCC will make available to its providers, both in network and out of network, policies and procedures for those who request them, via web site.	10/16
Under Procedure heading added bullet Behavioral Health Management Programs. Updated DHH to LDH Under Procedure heading removed receive an information packet that contains at a minimum Added to be directed to the LHCC website. Removed receive an information packet that contains at a minimum and Added be directed to the LHCC website Updated Relations to Consulting	
Changed Relations to Network Added Meeting Minutes are located in SharePoint Added and ongoing trainings throughout the year	10/17
Updated purpose language Updated Policy section to match current procedures Added Specialized Behavioral Health Trainings – RFP 10.5.4	10/18
Updated to include contract amendment #17 section 7.17.1.7 Added the core element: Accessing the Preferred Drug List on the LHCC website	8/19

POLICY AND PROCEDURE APPROVAL

The electronic approval retained in [RSA Archer](#) ~~GRC~~, Centene's P&P management software,
is considered equivalent to a physical signature.

Sr. Director of Contract & Network: ____ Approval on file_____

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