

Pro Care Health Plan, Inc. (Pro Care)	
	Customer Service Division/ Provider Services
	Policy & Procedure
Subject: Communication to DCH Regarding Significant Changes to Provider Network	Line of Business: [X] Medicaid
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I. **SCOPE:**

To establish guidelines for communicating significant changes in Pro Care's (Pro Care) provider network.

II. **POLICY:**

It is the policy of Pro Care to notify DCH in writing within seven days of significant changes in the provider Network that may affect the health plan's ability to make available all covered services in a timely manner.

III. **DEFINITIONS:**

None

IV. **PROCEDURE:**

It is the responsibility of the Director of Provider Services to constantly monitor the provider network for any significant changes. If significant changes occur within the Plan's provider network that would affect the Plan's ability to make available all covered services in a timely manner to Plan members, the Director would immediately notify the Plan Liaison. The Plan Liaison would ensure that DCH notification was sent within seven days of determining that a significant change had occur in the provider network.