

PBH Network Management Communication Bulletin

FY-0708-NM-20

To: PBH Contracted Providers
From: Charles Hill, Network Operations Department
Subject: Changes to Provider Direct: Provider Maintenance Screens
Date: December 6, 2007

In order to encourage our Network of Providers to obtain and submit NPI numbers for their agencies and the clinical staff who work for them PBH created a Link in Provider Direct to the Provider Maintenance Screens in our Information System. This Link allowed our Network Providers to enter and maintain NPI numbers and Clinician Information in our System. We are getting close to having all of our Providers NPI numbers in the system, however; have encountered data integrity issues due in part to information being miskeyed, partial information entered in to the system, and turn over in clinical staff at each Provider. This has also resulted in clinical staff being entered in to our System without having been credentialed by PBH's Credentialing and Qualifying Committee. As we move into the next phase of our DMA contract and the monitoring that will be required with that as well as our pursuit of National Committee for Quality Assurance (NCQA) Accreditation as a Managed Behavioral Health Organization (MBHO), it is critical that we assure and maintain the integrity of the data in our System. **Effective January 2, 2008, Providers will no longer be able to access the Provider Maintenance Screens in Provider Direct.**

New agency NPI numbers or changes to existing agency or clinician NPI numbers will need to be submitted to the Network Operations Department by U.S. Postal Service, Fax, or E-mail.. Changes sent by U.S. Postal Service should be mailed to:

PBH
Network Operations Department
245 LePhillip Court, NE
Concord, NC 28025

Changes submitted by fax should be directed to the Network Operations Department at the following number:

704-721-7020

Changes submitted by email should be sent to the following e-mail address:

npi@pamh.com

With the exception of Comprehensive Community Providers (CCPs) and hospital based practices covered by the hospitals accreditation, beginning January 2, 2008, any new clinicians in your agency or group practice will be added to our System by the Network Operations Data Management Team after PBH's Credentialing and Qualifying Committee has reviewed their Uniform Provider Application and has credentialed them for participation in PBH's Provider Network. PBH will no longer add or maintain clinician information including clinician name, degrees, licensure, Medicaid number and NPI number in our System if the clinician has not be credentialed by PBH's Credentialing and Qualifying Committee.

CCPs and hospital based practices will need to have their new clinicians registered in PBH's System by submitting the attached form by U.S. Postal Service, fax, or email as outlined above. The registration of these new clinicians in our System must occur prior to their provision of services to PBH Clients.

Please feel free to contact you Provider Relations Manager should you have questions in regard to this change.