
Title 1	Northern Lakes Policies
Part 103	Managed Health Division
Subpart A	Network Administration
Policy No.	103.119
Subject	Member Dispute Resolution

Applicability

Policy applies to all MHD staff, NLCMH staff, and contract and network providers.

Policy

Except for specific provisions contained in individual contracts, member disputes, appeals, and termination will be handled as follows:

- 1) Member disputes may arise during the course of business with any of the Network Management Workforce Members. It is the goal of the Network Management Workforce Members to resolve disputes directly between the provider member and designated provider liaison. The Chief Managed Care Officer is notified of all provider member disputes. Unresolved disputes regarding day-to-day, operational interpretation are to be brought to the attention of The Chief Managed Care Officer of Northern Lakes CMH who will ensure due process in attending to member disputes. The Network Management Team monitors disputes.
- 2) The Chief Managed Care Officer will handle the matter directly or meet with parties appropriate to investigation and resolution of the dispute.
- 3) If the member is not satisfied, the matter will be referred to the Chief Executive Officer for disposition based on the procedures specified in the provider contract.
- 4) Unsatisfied disputes at this level are subject to appropriate judicial press.

The Chief Executive Officer must approve all contract terminations in advance. In the event a contract is terminated, the provider may file an appeal based upon whether the facts and events leading up to the decision have been accurately portrayed, The Chief Executive Officer retains sole jurisdiction for determining whether the given facts are sufficient to warrant termination.

Procedures

None.

Adoption Date: June 4, 2006

Review Dates: June 5, 2009

Revision Dates: