

Gateway Health Plan *Medicare Assured*[®] Provider Manual 2010

Chapter XI **PROVIDER INFO'S**

Provider Info's should be maintained with the Gateway Health Plan *Medicare Assured*[®] Provider Manual to serve as procedure updates and clarifications. The information contained in Provider Info's should be shared with Provider staff to clarify Gateway Health Plan *Medicare Assured*[®] and CBHNP expectations and procedures. Provider Info's are available at the website, www.cbhnp.org or by calling Provider Relations at 1-888-700-7370.

Provider Info's are organized into categories so you can easily determine what items are relevant to your organization or practice. The following categories will be used. CBHNP will number the documents according to the structure outlined below for easy reference.

Categories:

- a. AD – Administrative Updates (Includes administrative procedures or expectations pertaining to all levels of care. EXCLUDES authorization procedures)
- b. D&A – Drug and Alcohol all LOC Updates (includes authorization procedures)
- c. MH – Mental Health all LOC Updates (includes authorization procedures)

Example:

AD03 – 001

Category is AD (Administrative Update); Year issued is 2003; 001 indicates it is the first publication of the year.

As information changes, we will rescind previous Info's containing outdated information. Please remember to maintain the Provider Info's with your Provider Manual and distribute the information widely among staff responsible for carrying out the activities.

A summary of Provider Info's distributed during the year will be available by February of each following year. Policies and procedures may also be distributed from time to time.