



Provider Network

Partners' goal for its Provider Network is to have a comprehensive array of Providers who are:

- Accessible to the local citizens who need their assistance;
- Focused in providing high quality, results-oriented care to those in need; and
- Dedicated to achieving measurable and desired outcomes for consumers.

Provider Network Account Specialist Overview

- Who Do We Work With?
- How Can We Be of Service to You?
- How Do We Currently Help You?
- Provider Advocate or Provider Adversarial?
- What is Contract Performance Criteria?
- How Do You Reach Us?

Frequently Asked Questions and Answers

Q: Who do the Provider Account Specialists work with?

A: The Provider Network Account Specialist primarily work with Providers. ‘

Q: How do I get Assigned a Provider Network Account Specialist?

A: Every Enrolled/Contracted Provider has an Assigned Provider Network Account Specialist.

Q: How do I find out who is my Provider Network Account Specialist?

- The Provider Network Account Specialist will send a welcome email to the identified people on the application as the primary contact
- Access the Partners Provider Knowledge Base website, Quick Nav and locate the link titled [Find Your Provider Specialists](#). The Provider Directory displays the assigned specialist
- The provider can also call the Provider Network Work Group phone number at (877) 864-1454 option 4, option 1

Q: Provider Advocate or Provider Adversary?

A: The Provider Network Account Specialists wear a couple of different hats, which often feel adversarial in nature. As they assist providers in navigating the system on one hand, on the other hand, they hold the provider accountable to meeting performance measures outlined in the provider's contract with Partners.

Q: How are the Provider Network Account Specialist of Service to the Providers?

- The Provider Network Account Specialist will send a welcome email to new providers with a link to useful documents found on Partners website.
- Provide Technical Assistance-Linking and directing providers as needed to internal departments i.e., UM/Authorization, Claims, IT/Alpha issues
- Conduit for Funding Requests for IPRS funds.

- Serve as a resource to other departments within the LME/MCO on provider-related issues.
- When requested, coordinates meetings with Providers and Internal staff.
- Participates in internal workgroups that involve existing providers.
- Assists with identifying & developing provider training to meet provider needs.
- Monitors the provider's performance at least annually.
- Leads Collaboratives for Provider's, such as the Multi-Systemic Therapy Collaborative, Enhanced Services Collaborative and Licensed Independent Practitioner Collaborative.

Q: What Criteria does the Provider Network Account Specialists use to monitor Contract Performance?

A:

Review Item	Source
• Consumer Specific Criteria	• Paid Claims Report-Service Delivery
• Service-Specific Criteria	• Paid Claims Report
• Claims Approval Rate	• Claims Approval Report
• Authorization Approval Rate	• Authorization Approval Report
• Provider Reporting regarding NC Topps	• NCTOPPs Database
• Sanctions	• Quality of Care concerns, Tentative Notice of Overpayments, Plans of Corrections
• Monitoring	• Routine Monitoring Scores, Fidelity to Model scores for select Evidenced Based Services.

Q: How often is this performance review completed?

A: Annually. The final results are shared with the provider, and any discrepancies are discussed to explore ways of improvement. The Results are shared with the provider, and presented to the Network Management Committee.

Q: How Can Providers Get Involved with Account Specialist Led Collaboratives?

- **Adult Enhanced Services Collaborative**
 - Chaired by Julie McMurry-Kurtzman & Dana Robertson
 - Quarterly Meetings at 10 a.m: May 21, 2018, August 20, 2018, November 12, 2018 and February 11, 2019
- **Licensed Independent Practitioners Collaborative**
 - Chaired by Maria Ballard
 - Quarterly Meetings via webinar
- **Multi Systemic Therapy (MST) Collaborative**
 - Chaired by Jeanna Lauffenburger
 - Semi-annually

Who to Contact in Provider Network & Important Links:

Provider Network Account Specialists can be contacted at:

- PNAS@partnersbhm.org
- [Partnersbhm.org/Provider Knowledge Base/Provider Account Specialist Assignment list](https://partnersbhm.org/Provider%20Knowledge%20Base/Provider%20Account%20Specialist%20Assignment%20list).
- You can access Partners' Provider Knowledge Base by visiting <https://providers.partnersbhm.org/>
- Learn about the Provider Webinars: <https://providers.partnersbhm.org/provider-webinars/>