

PURPOSE:

The purpose of this process is to address systemic issues and streamline communication between Trillium Health Resources (Trillium), Provider Network, and Provider Council (PC).

OBJECTIVE:

The objective for the Provider Council and Trillium is to assist providers in finding resolutions to topics of concern or presenting issues that may impact the Provider Network. The goal is to aid providers in finding solutions to identified issues with the support of Provider Council and Trillium.

PROCESS:

Feedback

1. When a provider has a topic/issue or concern that is unresolved and all efforts have been exhausted, the provider will then contact a PC member.
2. Trillium will also notify the PC President of the topic/issue or concern. The item will be placed on the upcoming meeting agenda.
3. Document the topic/issue and relevant information on the attached form and submit to Trillium for review.
4. Trillium staff may be requested to attend the PC meeting addressing the topic/issue or concern.
5. If continued discussion is needed to reach a solution, the PC President requests for volunteers to serve on an ad-hoc committee.
6. Ad-hoc committee determines a meeting time to discuss the issue; requests additional information if needed, and works toward a proposed solution.
7. Ad-hoc committee reports on the progress of task at the subsequent PC meeting.
8. The outcome will be approved by Trillium and the PC and communicated to the originating provider. The outcome or resolution will be documented in PC's Meeting Minutes which are located on Trillium's website: www.TrilliumHealthResources.org. If the PC requests additional inquiries and/or requests input from the Provider Network, Trillium may include the information in the Network Communication Bulletins if deemed appropriate.

COMMUNICATION

1. Prior to the monthly meeting, PC sends information or summary of topics with meeting agenda to PC members.
2. Provider communication will be a standing agenda item and discussed at each PC meeting.
3. At each meeting, members will determine the need for more information and how to obtain information.
4. PC Members will document suggested topics/issues and relevant information on the attached form and submit to Trillium for review. PC will determine the next course of action.
5. Standing action items and issues that are addressed in the Provider Council will be documented and available in Provider Council Meeting Minutes

PROVIDER COUNCIL COMMUNICATION & FEEDBACK FORM

Provider Name: _____ Date: _____

Contact Person: _____ Contact Phone Number: _____

Contact Email: _____

Anonymous _____

Discussion Topic: _____

- UM QM Claims Clinical
- Miscellaneous Special Projects/Initiatives

Summary/Feedback/Concern:

Completed forms can be submitted to the president of the Provider Council, Gary Bass at gbass@pridenc.com