



POLICIES AND PROCEDURES

Mass Advantage has developed policies and procedures to provide guidelines for identifying and resolving issues with providers who fail to comply with the terms and conditions of the applicable Provider Agreement and Mass Advantage policies and procedures.

Policy Changes

In order for Mass Advantage to be in compliance with Federal and State Laws, Regulations and Regulatory Bulletins governing the Medicare and Medicaid Program in the course of providing services, Providers and their staff will be bound by all applicable federal and state Medicare and Medicaid laws and regulations. Providers will comply with all applicable instructions, bulletins and fee schedules promulgated under such laws and all applicable program requirements of regulatory agencies regarding the Medicare and Medicaid programs.

Provider Education and Sanctioning

Mass Advantage providers will be monitored for compliance with administrative procedures, trends of inappropriate resource utilization, potential quality of care concerns and compliance with medical record review standards. Provider education is provided through Quality Improvement Nurses, Provider Relations Representatives and Mass Advantage Medical Directors. Network providers who do not improve through the provider education process will be referred to the Mass Advantage Quality Improvement/Utilization Management Committee for evaluation and recommendations.