

# InterCommunity Health Network CCO

## Provider Directory

#	CAC Question or Feedback 11/13/2018	IHN-CCO Response 11/18/2018
1	Must a provider be contracted with IHN-CCO to be in the Directory?	Yes, we must list only contracted providers in our directory. Providers must send us their rosters and updates and sometimes there are delays in this process.
2	Could Midwives and other alternative care providers be listed in the Directory?	We do list Certified Nurse Midwives under Obstetrics and Gynecology. See Katherine Bowen, CNM as an example. We also list alternative care providers who are contracted with us.
3	Psychiatrists and psychologists should be separately searchable	There have not been best practice standards for how to list Mental Health providers and we are working on ways to provide additional specificity for these providers.
4	Regarding waiting list, if someone has an 18-month waiting list, shouldn't they be considered closed and not open? How long of a wait time is still considered open?	This is something we would like to work on with Samaritan Health Services to help provide more clarity for our members.
5	It would be extremely helpful to be able to search for child versus adult providers.	As we research ways to provide additional specificity for Mental Health providers, we will keep this in mind as another important feature.
6	It appears that IHN-CCO is at the mercy of Providers to contact them with updated information. Could it be put into provider contracts that they will regularly send IHN-CCO updates?	Yes, we are working on setting clear expectations with providers. We are also working on other ways to ensure we get the updates needed.
7	For #6, IHN says it doesn't have a way to track referral requirements for each contracted provider; Could IHN at least include the ones that IHN itself requires a referral?	<b>Referral</b> requirements are set by each individual provider or provider office. <b>Prior authorization</b> requirements are set by a health plan. IHN-CCO requires providers obtain <b>prior authorization</b> for some services and supplies.
8	Is there a Provider Directory for members whose preferred language is something other than English?	Thank you for the recommendation. Currently members are assisted in other languages over the phone via interpreter services.