FY25 SUDSP Provider Manual Change Log

Revisions are noted in various colors. By default, anything with a ~~strike through~~ (various colors) is what has been deleted and anything <u>underlined</u> (various colors) is what has been added to the revised document. In some instances, this could also be a hyperlink to a website.

Note: Page numbers below reflect those in the edited version/tracked changes document.

Dates (i.e., "FYxx" and "20xx") changed as needed throughout document

Table of Contents (Pg. 2-4)

- Grammar changes
- Updated section titles and page numbers as needed

Introduction (Pg. 5)

- Added "Harm Reduction"
- Added language related to "Recovery"
- Deleted "COVID-19 SoE"

Governing Authorities & PIHP Requirements (Pg. 5 - 7)

- Changed "Client Satisfaction" to "Assessment of Member Experience"
- Removed "Recredentialing" and added "Qualifications (SUD)"

Definitions (Pg. 8-15)

- Added "Adverse Benefit Determination"
- Changed reference from "3rd Edition" to "4th Edition" for ASAM Criteria
- Updated "Grievances" definition
- Added "Harm Reduction"

Customer Service and Recipients Rights (Pg. 16 - 18)

- Language added; changed and/or deleted for clarification
- Added "LEP Assistance" section

Compliance (Pg. 20-21)

- Language added; changed and/or deleted for clarification

Quality Improvement (Pg. 23-26)

- Language added; changed and/or deleted for clarification
- Footnotes added
- Replaced "MMBPIS" with "Performance Management Standards"

- Added language based on MSHN Critical Incident and Sentinel Event policies (Moved section from Pg. 22)

Annual Satisfaction Survey (Pg. 25)

- Changed language for clarification based on MSHN policy

Provider Network Management (Pg. 27 - 31)

- Added "Review authorization request data" to REMI Provider Portal section

Treatment Services (Pg. 41 - 61)

- Section placed after "Prevention Providers"
- Updated MSHN contact staff
- Updated ASAM LOC Designation section
- Added language re LARA SUD Admin. Rules for Service Plans
- Added language clarifying "Lecture Group Size"
- Added "Harm Reduction" section
- Updated MDOC section language for clarification
- Updated MAT section related to closing notice requirements
- Added "Supervision" section

Prevention Providers (Pg. 32 - 41)

- Moved entire section to before "Treatment Services"
- Language added; changed and/or deleted for clarification

Finance and Claims (Pg. 62-65)

- Updated MSHN Contacts for Specialty Grant Funding

Utilization Management (Pg. 66-74)

- Updated language to reflect new Access system; <u>NOTE: Updates to be made to Manual once process clarified</u>
- Language added; changed and/or deleted for clarification

Appendices

A. MSHN MAT Protocol (**Pg. 88 - 97**)
   o Updated language for clarification - throughout
   o Updated notice requirement to MSHN in case of closure
B. Recovery Housing Technical Requirement (**Pg. 104**)
   o Added "Admission Process" provision
   o Updated language for clarification – throughout
G. Residential Programs Food Assistance Program (FAP) Benefit Use (**Pg. 118**)
   a. New appendix section

New Attachment to be added once finalized and pdf'ed: Non-Emergency Medical Transportation (NEMT) Provider Guide"