



MEMO

Date: October 12, 2020

To: Provider Network (CRSP, Outpatient, Residential)

From: June White, Director of Manager Care Operations

Cc: Eric Doeh, Deputy Chief Executive Officer/Chief Operating Officer
Callana Ollie, Deputy Chief Legal Counsel
Bernard Hooper, Compliance Officer

Re: DWIHN Contract Provider Closing Procedures

The Detroit Wayne Integrated Health Network continues to support its Provider Network in all that it does during these unprecedented times and appreciates and understands all of your concerns.

It has come to our attention that over the last several months, there have been almost 20 closures of sites or programs and proper notice has not been given. As we continue our journey together during this pandemic, we must stress the importance of informing DWIHN of any changes i.e. executive staff changes, closures of sites, locations or programs that may occur within your organization.

It is mandatory that you give a **proper 30-day notice prior to any closure** to ensure that adequate notification will be given to the people we serve and that there are no service disruptions. As stated within your Provider contract, *the Provider will continue to serve all members until each member has been linked to another contracted Provider within our network.*

Please note that failure to abide by your contractual obligations can or will result in possible contract termination, monetary sanctions, withholding payment or referral suspension.

Please review our closure policy located on our website to ensure compliance.
<https://www.dwihn.org/Provider-Close-Out-Plan-and-Required-Change-Forms.id.2119.htm>

Thank you.

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