

Model Provider Directory

● = Required ○ = As Needed

Required Element	Source of Requirement	MCO - Integrated	MCO - Opt-In	MCO - SBH/NEAT	MCO – SBH/ NEMT/NEAT	MCO – CSoc/ No SBH	DBPM-EPSTD	DBPM- Adult Dental
Section Title (Preferred Text - Appears on ToC)								
Paragraph Title (Suggested Text – Appears on ToC)								
<i>Required Content</i>								
<MCE> <Enrollment Population> Provider Directory		●	●	●	●	●	●	●
<MCE> Service Hours and Contact Information	42 CFR § 438.10 (g)	●	●	●	●	●	●	●
<i>Member Services (number and hours)</i>	42 CFR § 438.10 (g)	●	●	●	●	●	●	●
<i>Nurse Line (number and hours)</i>	42 CFR § 438.10 (g)	●	●	●	●	●		
<i>Crisis Line (number and hours)</i>	42 CFR § 438.10 (g)	●	●	●	●	●		
<i>Transportation (number and hours)</i>	42 CFR § 438.10 (g)	●	●	●	●	●		
<i>Fraud Reporting</i>	42 CFR § 438.10 (g)	●	●	●	●	●	●	●
<i>Labeled space for Enrollee to write primary care provider Information</i>	Marketing and Member Education Companion Guide	●	●	●	●	●	●	
<i>Labeled spaces for Enrollee to write specialist information</i>	Marketing and Member Education Companion Guide	●	●	●	●	●	●	
<i>Mobile App Information</i>	Marketing and Member Education Companion Guide	●	●	●	●	●	●	●
Table of Contents		●	●	●	●	●	●	●
Getting Care	42 CFR § 438.10 (g)	●	●	●	●	●	●	●
What is of managed care	42 CFR § 438.10(e)	●	●	●	●	●	●	●

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Role of the Health Plan	42 CFR § 438.10(e)	●	●	●	●	●	●	●
<Primary Care Provider (PCP)/ Primary Dental Provider (PDP)/Pharmacist>'s role	42 CFR § 438.10 (g)	●	●	●	●	●	●	
<Member/Parent or Legal Guardian> Role		●	●	●	●	●	●	●
Member Rights and Responsibilities	42 CFR § 438.100	●	●	●	●	●	●	●
<i>Right to Receive Information</i>		●	●	●	●	●	●	●
<i>Right to be treated with respect</i>		●	●	●	●	●	●	●
<i>Non-discrimination policy information</i>		●	●	●	●	●	●	●
<i>Right to participate in decision regarding healthcare</i>		●	●	●	●	●	●	●
<i>Right to be free from restraint or seclusion</i>		●	●	●	●	●	●	●
<i>Right to receive a copy of medical records</i>		●	●	●	●	●	●	●
How to Choose a <PCP/PCD/Pharmacist>	42 CFR § 438.10 (g)	●	●	●	●	●	●	
How to Make, Change or Cancel Appointments		●	●	●	●	●	●	●
How Long Will It Take to Get an Appointment		●	●	●	●	●		
How to Access After Hours Care		●	●	●	●	●	●	
What to do in an Emergency or Crisis		●	●	●	●	●	●	●
Services Your <PCP/PCD/Pharmacist> Provides		●	●	●	●	●	●	

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Specialty Care	42 CFR § 438.10 (g)	●	●	●	●	●	●	
How to Change Providers	42 CFR § 438.10 (g)	●	●	●	●	●	●	●
<i>Restrictions on freedom of choice</i>	42 CFR § 438.10 (g)	●	●	●	●	●	●	●
Rides to Appointments	42 CFR § 438.10 (g)	●	●	●	●	●	●	●
Getting Help in a Different Language or Format	42 CFR § 438.10 (g)	●	●	●	●	●	●	●
Prior Authorization	42 CFR § 438.10 (g)	●	●	●	●	●	●	●
<i>Define prior authorization</i>		●	●	●	●	●	●	●
<i>Specify what services require authorization</i>		●	●	●	●	●	●	●
<i>How to obtain authorization</i>		●	●	●	●	●	●	●
Services Not Covered by the Health Plan	42 CFR § 438.10 (g)	●	●	●	●	●	●	●
<i>How to access benefits covered by the State Plan</i>	42 CFR § 438.10 (g)	●	●	●	●	●		
<i>How to access services not covered due to moral or religious objections</i>	42 CFR § 438.10 (g)	○	○	○	○	○		
How to Use the Directory		●	●	●	●	●	●	●
<i>Explain different provider types</i>		●	●	●	●	●	●	●
<i>Explain/provide a legend for the listings, including any complex terminology (such as the cultural competency training or group affiliations)</i>		●	●	●	●	●	●	●
<Specialty>		●	●	●	●	●	●	●
<Location>		●	●	●	●	●	●	●
Individual Provider Details								
<i>Name of Provider</i>	42 CFR § 438.10(h)	●	●	●	●	●	●	●
<i>Specialty</i>	42 CFR § 438.10(h)	●	●	●	●	●	●	●

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<i>Group Affiliations</i>	42 CFR § 438.10(h)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Organization</i>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Location: Street, City, Zip code</i>	42 CFR § 438.10(h)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<i>Phone Number</i>		<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<i>After-hours number (if different)</i>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Fax Number</i>		<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<i>Website Address</i>	42 CFR § 438.10(h)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Mailing Address (if different)</i>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Accepting New Enrollees</i>	42 CFR § 438.10(h)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<i>Cultural Competency Training Status</i>	42 CFR § 438.10(h)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Special Services or Accommodations</i>	42 CFR § 438.10(h)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Hours of Operation</i>		<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>