

The Information Center, Inc.
Care Management/MI-Choice Waiver Program

New Vendor Application Policy

- Purpose:** To outline the steps taken in the credentialing of vendors seeking a contract to provide services to The Information Center Waiver and/or Care Management participants.
- Policy:** All entities interested in becoming vendors to participants served by The Information Center will have their organization competence and capacity reviewed to ensure it meets the Standards as outline by Michigan Department of Community Health and/or the Michigan Office of Services to the Aging.
- Procedure:**
1. Open enrollment for vendors interested in providing services to Waiver and/or Care Management participants occurs on an “as needed” basis.
 2. Interested vendors contacting The Information Center will be sent a new provider application packet.
 3. Potential vendors are required to submit all documents as outlined in the Required Documentation Checklist.
 4. Potential vendors are required to submit the Verification of Standards to indicate that they have read, understand, and agree to comply fully with all applicable Standards. For Waiver providers this is the Michigan Department of Community Health Operating Standards. For Care Management providers this is the Michigan Office of Services to the Aging Operating Standards.
 5. Only providers that have been providing direct services for a minimum of three (3) years are eligible for enrollment.
 6. Vendors may be subject to a pre-audit to ascertain their ability to comply with applicable Standards. This may include reviewing employee files to check for required TB shots, worker’s compensation and/or other required insurance coverage, criminal background checks, reference checks, training and supervision documentation.
 7. Vendors must submit sample forms that demonstrate how they document and record units of care provided in the home with proper sign-off by participant.
 8. Final decisions regarding vendor acceptance will be based upon the organizational capacity as well as the existing needs of the Waiver and/or Care Management program for service provision to participants.
 9. Organizations, which have completed the provider documentation and the optional pre-audit, will be notified in writing of their status in becoming a vendor.
 10. Final decisions regarding vendor acceptance are at the discretion of the Director of Operations of The Information Center.
 11. Provider monitoring will be carried out to ensure program Standards compliance as outlined in the MDCH Provider Monitoring policy.
 12. Vendor contracts are structured with the requirement that they have the organizational capacity and supports to ensure health, safety and welfare of Waiver and/or Care Management participants.
 13. Vendors providing services to Waiver clients must abide by the TIC Waiver Program Emergency Priority Classification System and to submit bills for services as outlined in the contract.