



**PBH Communication Bulletin FY 1112 NM 19  
Recurring Provider Contract Elements**

**Date:** January 17, 2012  
**To:** PBH Network Providers  
**From:** Nicole P. McKinney, PhD, LPC  
Corporate Network Operations Director  
**RE:** Network Operations - Recurring Provider Contract Elements

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The Network Operations Department would like to take this opportunity to remind you of recurring contract element requirements that should be submitted to your assigned Network Specialist at Local Community Operation Centers per terms outlined in the general conditions segment of your contract.

- ❖ Alamance-Caswell Community Operation Center: (336) 513-4222
- ❖ Five County Community Operation Center: (252) 430-1330
- ❖ OPC Community Operation Center: (919) 913-4053
- ❖ PBH Community Operation Center: (704) 721-7000

**Annual Recurrences (based on the effective dates of coverage for each provider):**

- Proof of General, Professional and Automobile Liability insurance
- Proof of Worker’s Compensation

**Quarterly Recurrences:**

Client Right Committee Minutes (also referred to as human rights committee minutes) are due quarterly, by the 5<sup>th</sup> day of the month following the fiscal quarter. Please note that only one set of meeting minutes is necessary per quarter, even if a provider has conducted multiple meetings. PBH’s primary goal is to ensure that at least one meeting is occurring on a quarterly basis.

- ✓ 1st Quarter Client Rights Committee Meeting Minutes are due by October 5 (This includes minutes of meetings that occurred during July, August and September).
- ✓ 2nd Quarter Client Rights Committee Meeting Minutes are due by January 5 (This includes minutes of meetings that occurred during October, November and December).

- ✓ 3rd Quarter Client Rights Committee Meeting Minutes are due by April 5 (This includes minutes of meetings that occurred during January, February and March).
- ✓ 4th Quarter Client Rights Committee Meeting Minutes are due by July 5. (This includes minutes of meetings that occurred during April, May and June).

**Professional Licensure/Certification:**

Providers must keep current all professional licenses, required certifications (if applicable), and necessary qualifications as may be required by State and Federal statutes and regulations. This is also specifically referenced in the general conditions of your contract. Copies of these renewal documents should be submitted to the Lead Corporate Credentialing Specialist as indicated below:

Heileigh Thompson  
4855 Milestone Avenue  
Kannapolis, NC 28081  
Fax: 704-939-7907 / Heileigh.Thompson@pbhsolutions.org

For Credentialing inquiries, please contact: 704-939-7748