

[Date]

[Provider name]

[Provider address 1]

[Provider address 2]

[City, State ZIP code]

Subject: RE: Administrative On-Site Review

Dear [Addressee]:

Healthy Blue has a responsibility to assure that providers of specialized behavioral health services (SBHS) in the State of Louisiana meet certain standards, qualifications, and requirements. The Provider Network Monitoring program from Healthy Blue monitors to review that behavioral health independent practitioners, as well as provider agencies and facilities, meet these requirements through on-site visits and administrative desk reviews.

This is your notification of the upcoming on-site review with <Provider Name>. A *Submission Guide* is attached to help you provide us with the requested information, and additional forms to be completed. Please complete all applicable forms.

Your agency/practice is being reviewed for the following levels of care:

<INSERT LEVELS OF CARE BEING REVIEWED>

In preparation of and to schedule this review, please provide the name and telephone number of the designated person, whose role in this effort will be to function as the **lead staff person representing your agency and serve as the agency liaison**. Your designee should be able to answer questions and assist in coordinating staff interviews and providing requested documents. Please ensure appropriate staff members are available for discussion, if necessary.

Results from this review will be provided to you via letter once the review is complete and results have been tabulated. The letter will include an explanation of the results and consultative feedback.

If you have questions regarding the sending of records, please contact <EMAIL ADDRESS>.

We appreciate your participation and cooperation with our network monitoring activities. As always, our goal is to partner with you to obtain the highest quality of care for, and ensure the safety of, your patients — our members.

Sincerely,

<Reviewer Name and Credentials>

<Employee Title>

Healthy Blue

Enclosure: *Submission Guide*

<https://provider.healthyblue.com>

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross Blue Shield Association.

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