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## North Sound Behavioral Health Organization

Section: 1000 Administrative: Provider Network Selection and Management

Authorizing Source: 42 CFR 438.12, 438.214

Cancels:

See Also:

Providers must comply with this policy and may develop individualized implementation guidelines as needed

Responsible Staff: Contracts Manager

Approved by: Executive Director

Date: 3/8/2017

Signature:

### **POLICY#1008.00**

### **SUBJECT: PROVIDER NETWORK SELECTION, CAPACITY AND MANAGEMENT**

#### **PURPOSE**

To establish and maintain a comprehensive network of behavioral health providers capable of delivering all medically necessary covered services to North Sound Behavioral Health Organization, LLC (North Sound BHO) enrollees required under the Department of Social and Health Services/Division of Behavioral Health and Recovery (DSHS/DBHR) Interlocal Agreement in accordance with state and federal regulations, North Sound BHO requirements, accepted standards of care, practice guidelines and evidence-based practices.

North Sound BHO will maintain a network of Community Behavioral Health Agencies (BHAs) that is sufficient in number, mix and geographic distribution to meet the needs of the anticipated number of enrollees in the service area

#### **POLICY**

North Sound BHO develops a behavioral health system of care, establishes strategies for service delivery, selects the Provider Network for delivery of service, assures adequate capacity and manages the Provider Network through communication processes and contract requirements and monitors quality of care and service delivery for the purpose of meeting the mental health needs of North Sound BHO enrollees.

#### **PROCEDURES**

##### **A. Network Development**

1. North Sound BHO carries out a system wide and organizational planning process that establishes the mission, vision and core values of the organization, ensures compliance in accordance with DSHS/DBHR contractual mandates for service delivery, allocates resources, estimates the clinical needs of the community, estimates the service capacity available in response to community needs, and identifies the populations to be served by age groups and other relevant characteristics that results in an Annual Strategic Plan.

2. As part of the Strategic Planning Process Geo-Mapping process is completed and reviewed as part of the geographic service area needs assessment. Aggregate utilization data and provider staffing models and ratios are analyzed, and input from enrollees, clinical Provider Network staff and other stakeholders is solicited.
3. The Strategic Planning Process includes design of a continuum of care that is responsive to the needs of populations served and is adequately funded to provide adequate and appropriate services to members. The Strategic Plan, approved by North Sound BHO leadership, defines the scope and provision of network services, including the goals of services, quality of care provided to enrollees and the method used to assess and meet the behavioral health care needs of the region.
4. Care and services provided throughout the North Sound BHO Provider Network are readily available, accessible, culturally sensitive/competent and appropriate to the scope and levels of care required by the populations served. Services are designed to accommodate new population's identified needs as necessary.

B. Provider Network Selection, Capacity and Management

1. The design and structure of the Provider Network is designated by North Sound BHO leadership in the strategic planning. Service delivery is designed and planned to meet enrollee needs for timely care whether provided directly by the Provider Network, their subcontractors, through referral, consultation or other contractual or delegated arrangements.
2. North Sound BHO identifies well-defined criteria or performance expectations to select Providers of contracted services. North Sound BHO retains the right to make key decisions affecting overall care and services provided to enrollees by the provider network.
3. North Sound BHO establishes standards of care as outlined in the Standards of Care and Clinical Eligibility Manual and actively oversees contracted activity based on performance indicators established by DSHS/DBHR.
4. Based on assessed needs and the strategic plan for the service delivery system, North Sound BHO develops and maintains a network of behavioral health providers through a procurement process that addresses quality as well as financial stability in order to ensure that services are provided promptly and are reasonably accessible and available. Provider Network applicants are evaluated with consideration for clinical, financial and technical competency, demonstration of quality of past performance and diversity in populations served.
5. North Sound BHO will not discriminate against Provider Network applicants that serve high-risk populations or specialize in conditions that require costly treatment.
6. North Sound BHO conducts an agency credentialing process during initial contract negotiations including verification of appropriate licensure with DSHS/DBHR, Washington Community Behavioral Health Certification and evidence of liability insurances. Re-credentialing occurs periodically thereafter.

7. North Sound BHO will not select or contract with Provider Network applicants that are excluded from participation in Federal health care programs under either section 1128 or section 1128A of the Social Security Act.
8. North Sound BHO has established a primary source verification process to assist the Provider Network in selecting competent, experienced professional staff and privileging those staff selected. Once the credentialing file is established, re-credentialing occurs at least every two years. See North Sound BHO Policy #1005, Primary Source Verification Credentialing and Re-credentialing.
9. Service gaps are addressed continuously in the planning process and during the service delivery process. North Sound BHO and its Provider Network have in place a process that permits a referral to an appropriate behavioral health care provider outside of the North Sound BHO Provider Network when there is not a behavioral health care provider with appropriate training and experience in the North Sound BHO Provider Network to meet the particular medically necessary service needs of the North Sound BHO enrollee. See North Sound BHO Policy # 1522, Out of Network Referrals.
10. North Sound BHO maintains the Provider Network so that sufficient professional personnel are employed and available to provide covered services including crisis services twenty-four (24) hours a day, seven (7) days a week.
11. North Sound BHO negotiates the behavioral health service modalities to be provided, amount of funding and details of the contract requirements with each of the Network Service Providers selected.
12. North Sound BHO will provide a written notice of the reason for its decision to Network Provider applicants that are not selected as one of the contracted service providers for the North Sound BHO Provider Network.

C. Network Capacity

Representatives of North Sound BHO stakeholders, providers, county and North Sound BHO staff will meet biennially to map current services and develop a set of factors that will be trended across time to indicate needs for additional capacity, new services and/or additional service locations.

D. Network Management

1. North Sound BHO and Provider Network staff are trained at the time of orientation and periodically to understand and effectively communicate the mission, vision core values and plans regarding the region-wide behavioral health system of care.
2. Integrated Provider Network meetings are conducted quarterly to ensure communications with contractors and their subcontractors. Issues for the agenda may include but are not limited to: contract requirements, program changes, quality of care, quality improvement activities, performance indicators and updates to state and federal regulations and requirements.

3. North Sound BHO contract language clearly specifies expected standards of performance and the indicators used to monitor provider performance. Contract language describes how North Sound BHO designs processes, collects data, assesses and guides provider performance improvement. North Sound BHO collaborates with the Provider Network in implementing performance improvement processes.

E. Provider Network Evaluation and Monitoring

1. North Sound BHO conducts Concurrent and Retrospective Reviews, On-site Clinical Record Reviews, Biennial Administrative, Fiscal and Quality Assurance/Improvement On-Site Monitoring Reviews, and other on-going monitoring activities to assure the quality of care for enrollees.
2. Continued retention in the Provider Network is determined on a periodic basis prior to contract renewal and is based on compliance with contract requirements, submission of encounter data, utilization data, critical incident reports, corrective actions, customer satisfaction surveys, financial audits, handling of grievances and fair hearings and continuous quality improvement.
3. Recommendations to change a provider status or to impose sanctions for non-compliance are discussed with the North Sound BHO Leadership Team and final decisions are made by the North Sound BHO Executive Director. In the event that a North Sound BHO Network Provider neglects to respond to the service needs of an enrollee and by so doing creates a situation that constitutes imminent jeopardy to the safety or welfare of the North Sound BHO enrollee, North Sound BHO will require immediate corrective action as specified in contract and notify DSHS/DBHR in accordance with North Sound BHO's legal and contractual obligations.
4. North Sound BHO may terminate a contract if the North Sound BHO Network Provider has violated any law, regulation, rule, or ordinance applicable to services provided under the contract or if continuance of the contract poses material risk of injury or harm to any person. Denial of licensure renewal or suspension or revocation will be considered grounds for termination in accordance with the contract term.
5. If the change in a Network Providers status causes or relieves a significant deficiency in services to North Sound BHO enrollees, the impact of the change shall be reported to DSHS/DBHR by North Sound BHO as per contract requirements.

**ATTACHMENTS**

None