

# SANILAC COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

## ADMINISTRATIVE POLICY

**NUMBER: BA045**

**NAME: NETWORK MANAGEMENT and MONITORING PLAN**

|                        |            |                       |
|------------------------|------------|-----------------------|
| INITIAL APPROVAL DATE: | 02/19/2002 | BY: Sanilac CMH Board |
| (LAST) REVISION DATE:  | 05/03/2023 | BY: CIO               |
| (LAST) REVIEW DATE:    | 05/25/2023 | BY: Policy Committee  |
| DISCONTINUED DATE:     | N/A        | REPLACED BY: N/A      |

### I. PURPOSE

To effectively manage a network of service providers capable of providing an array of services necessary to meet the needs of eligible adults with mental illness, children with severe emotional disturbance, persons with developmental disability and persons with substance abuse; and to assure that all agencies and individuals providing services to Sanilac County Community Mental Health Authority (Sanilac CMH) individuals meet all applicable standards.

### II. APPLICATION

Populations: **All**

Programs: **All Direct and Contracted**

### III. POLICY

A network of specialized services and supports shall be in place which has the capacity to provide services of the scope, intensity and duration to meet the needs and accommodate the choices of eligible adults with mental illness, children with severe emotional disturbance, persons with developmental disability and persons with substance abuse.

All providers of service to Sanilac CMH individuals will be required to meet all applicable legal standards, as well as those of Sanilac CMH and its funding, accrediting and regulatory bodies. This includes requirements for billing, licensure and accreditation, reporting and documentation, privileging and credentialing, recipient rights training and all other mandatory trainings, person centered planning, individual satisfaction, and safety and health standards.

For the purposes of providing supports and services to persons who are Medicaid eligible, this network shall meet the standards for a Provider Network established by Region 10 PIHP for Comprehensive Specialty Services Networks. For persons who are funded under Certified Community Behavioral Health Clinic (CCBHC), this network shall meet the standards for the Provider Network established by Substance Abuse and Mental Health Services Administration (SAMHSA). Operational oversight of the adequacy and performance of the network shall be the responsibility of Sanilac County Community Mental Health Authority (Sanilac CMH).

### IV. DEFINITIONS

**a. Service Provider Network:** The set of providers (direct and contract) that, together, constitutes a system of specialized services and supports for individuals.

- b. Comprehensive Specialty Services Network (CSSN):** A Community Mental Health Services Board that is affiliated with Region 10 PIHP and acts as the operational manager of the service network under a contract with the PIHP.
- c. PIHP:** Region 10, which is under contract with the Department of Health and Human Services, as the managed care entity responsible for ensuring delivery of services to Medicaid eligible persons in the catchment area (Genesee, Lapeer, Sanilac and St. Clair Counties).

## **V. STANDARDS**

1. The Specialty Services and Support Network shall be managed by the Sanilac County Community Mental Health Authority Board. Identification of needs in services and/or programs and/or deficits with respect to the capacity of the existing network will be obtained as a result of some or all of the following:
  - Annual Consumer Satisfaction Surveys
  - Identification of needs by individuals participating in Agency committees
  - Identification of needs by consumer advisory or advocacy groups
  - Identification of needs as part of individual plan of service development
  - Reports from focus groups or forums
  - Survey and audit reports
  - Utilization Review findings
  - Annual needs assessment completed by Sanilac CMH
  - Community Needs Assessment completed by Sanilac CMH every three years.

Goals and strategies to address any unmet needs, and/or fill gaps identified in the network, will be the responsibility of the appropriate department. Goals for the network for the coming year, with objectives for implementing the goals, including timelines and indicators of implementation, will be monitored through the Quality Improvement Committee. Sanilac CMH will notify the PHIP within five (5) days of any significant changes to the Provider Network composition that may affect adequate capacity and services.

2. An Annual Provider Network Audit will be performed on the existing contract network. This review will be completed utilizing a standard 'report card' tool that will be used for all audits. The areas that may be included in the review depending on the type of service the contractor is providing are:
  - Contract
  - Performance Goals
  - Licensure
  - Insurance
  - Financial Stability
  - Police Checks
  - Recipient Rights
  - Training
  - Billing
  - Staff Performance Evaluations
  - Annual Site Assessment
3. Privileging and Credentialing of network providers (Individual and Organizational) will be completed by the Agency's Privileging and Credentialing Committee according to the current Sanilac CMH policy (BA028).

4. Monitoring of professional and individual service providers will be completed as part of assigned supervisory oversight, whether these providers are employed or contracted, including the completion of an annual "Performance Evaluation" for each individual by the assigned supervisor.
5. Monitoring of organizational providers will be completed by Contract Management via the "Report Card" format, annually.
6. Both individual and organizational providers will be expected to maintain compliance with all standards, and to achieve compliance whenever deficiencies are identified as part of their evaluation or report card process, as part of a utilization review, or as part of an audit or survey. Evidence of compliance will be required. Providers will maintain records for a minimum of ten (10) years from the final date of the contract period or from the date of the completion of any audit, whichever is later.
7. Any identified areas of significant non-compliance will require a specific plan of correction with acceptable timelines approved by the Administrative Committee. Failure to maintain significant compliance with standards and expectations will result in an implementation of sanctions according to the current applicable Sanilac CMH sanction policy (BA049).

**VI. ATTACHMENTS:** None

**VII. REFERENCE:**

DA1054 – Network Monitoring