

Great Rivers Behavioral Health Administrative Services Organization

Policy Title:	Provider Network Selection, Capacity, and Management	Policy No. 6021.02
Category:	Clinical	Date Adopted: 1/10/2020 Date Revised: 03/13/2020 Date Reviewed: 06/09/2021
Reference:	Washington Health Care Authority (HCA) Contract	

POLICY

- 1.1. Great Rivers Behavioral Health Administrative Services Organization (Great Rivers BH-ASO) will establish, maintain, and monitor a comprehensive network of behavioral health providers capable of delivering all medically necessary covered services to the regional service area (RSA) as required under the Health Care Authority (HCA) Inter-local Agreement in accordance with state regulations, Great Rivers BH-ASO requirements, accepted standards of care, practice guidelines, and evidence-based practices.
- 1.2. Great Rivers BH-ASO will maintain a network of Community Behavioral Health Agencies (BHAs), supported by written agreements, that is sufficient in number, mix, and geographic distribution to meet the needs of the RSA.
- 1.3. Great Rivers BH-ASO may provide contracted services through non-participating providers, at a cost to the individual that is no greater than if the contracted services were provided by a participating provider, if its network of participating providers is insufficient to meet the behavioral health needs of individuals in a manner consistent with the Great Rivers BH-ASO's contract with HCA. To the extent necessary to provide non-crisis behavioral health services covered under the agreement, Great Rivers BH-ASO may offer contracts to providers in other RSAs in the State of Washington. Great Rivers BH-ASO will not contract for crisis services outside of Washington State.
- 1.4. Great Rivers BH-ASO develops a behavioral health system of care, establishes strategies for service delivery, selects the provider network for delivery of service, ensures adequate capacity and manages the provider network through communication processes and contract requirements and monitors quality of care and service delivery for meeting the behavioral health needs of Great Rivers BH-ASO RSA.
- 1.5. Great Rivers BH-ASO will ensure that services provided throughout the provider network are readily available, accessible, culturally sensitive/competent, and appropriate to the scope and levels of care required by the populations representing the RSA.

PROCEDURES

2.1. Network Development

- 2.1.1. Great Rivers BH-ASO carries out a system-wide and organizational network analysis process that ensures compliance in accordance with HCA contractual mandates for service delivery, allocates resources appropriately, estimates the clinical needs of the community, estimates the service capacity available in response to community needs, and identifies the populations to be served and their anticipated needs by reviewing demographic data, including priority populations as defined in the HCA contract.
- 2.1.2. As part of the network analysis process, the RSA's needs are assessed via Geo-Mapping processes. Aggregate utilization data and provider staffing models and ratios are analyzed, and input from Great Rivers BH-ASO Advisory Board, clinical provider staff, and other stakeholders is solicited.
- 2.1.3. Great Rivers BH-ASO will fulfill the following requirements when developing its provider network:
 - 2.1.3.1. Only licensed or certified behavioral health providers shall provide behavior health services. Licensed or certified behavioral health providers include, but are not limited to: health care professionals, licensed agencies or clinics, or professionals operating under an agency affiliated license.
 - 2.1.3.2. Within available resources, establish and maintain contracts with office-based opioid treatment providers that have obtained a waiver under the Drug Addiction Treatment Act of 2000 to practice medication-assisted opioid addiction therapy.
 - 2.1.3.3. Assist the State in expanding community-based alternative for crisis stabilization, such as mobile crisis outreach or crisis residential and respite beds.
 - 2.1.3.4. Assist the State in expanding community-based, Recovery-oriented services, use of Certified Peer Counselors and Research- and Evidence-Based Practices.

2.2 Provider Network Selection and Capacity

- 2.2.1. Great Rivers BH-ASO will design and structure the provider network based on the outcome of any and all network assessments and contract requirements. The service delivery continuum will meet timely access to care whether provided directly by the provider network, their subcontractors, through referral, consultation, or other contractual or delegated arrangements.
- 2.2.2. Great Rivers BH-ASO will have a crisis network with enough capacity to serve the RSA to include, at a minimum, the following:
 - 2.2.2.1. 24/7/365 Telephone Crisis Hotline;

- 2.2.2.2. Designated Crisis Responder (DCR);
 - 2.2.2.2.1. To assess for adequate DCR coverage, Great Rivers BH-ASO reviews DCR response time to the communities in the RSA. Great Rivers BH-ASO reviews response times monthly and measures against required timelines established for DCR work in Washington State.
 - 2.2.2.3. Evaluation and Treatment (E&T) and Secure Withdrawal Management and Stabilization capacity to serve the RSA's non-Medicaid population;
 - 2.2.2.4. Psychiatric inpatient beds to serve the RSA's non-Medicaid population, including direct contracts with community hospitals at a rate no greater than that outlined in the HCA Fee-for-Service schedule;
 - 2.2.2.5. Staff to provide mobile crisis outreach in the RSA.
 - 2.2.2.5.1. Staffing for the crisis hotline is established by the program providing the service and includes a review of the call response log that requires phones to be answered within thirty (30) seconds and the telephone abandonment rate to be less than five (5) percent.
- 2.2.3. Great Rivers BH-ASO uses well-defined performance indicators to select providers to perform contracted services.
- 2.2.4. Great Rivers BH-ASO establishes standards of care as outlined in provider contracts and policies and procedures. Providers must demonstrate, through a comprehensive readiness review, that they are able to perform to these standards prior to joining the network.
- 2.2.5. At least annually, each contracted BHA will be required to participate in Great Rivers BH-ASO audits to ensure Washington Administrative Code (WAC) and Revised Code of Washington (RCW) and contract compliance.
- 2.2.6. Great Rivers BH-ASO develops and maintains a network of behavioral health providers through a procurement process that addresses the provider network applicant's ability to:
 - 2.2.6.1. Achieve quality standards and report quality indicators to Great Rivers BH-ASO;
 - 2.2.6.2. Be financially stable to ensure services are provided promptly and are accessible and available;
 - 2.2.6.3. Maintain technical competency to meet all of Great Rivers BH-ASO's information system and information technology standards;

- 2.2.6.4. Provide culturally sensitive and competent services, by demonstrating they are completing required trainings and completing population assessments; and
 - 2.2.6.5 Maintain sufficient professional personnel available to provide covered services including crisis services 24 hours a day, 7 days a week.
 - 2.2.7. Great Rivers BH ASO will utilize previous contract audit materials, when available, for all provider network applicants to assess for inclusion in Provider network.
 - 2.2.8. Great Rivers BH-ASO will not discriminate against provider network applicants that serve high-risk populations or specialize in conditions that require costly treatment.
 - 2.2.9. Great Rivers BH-ASO conducts provider credentialing prior to contract negotiations. Re-credentialing occurs every 36 months or sooner if indicated.
 - 2.2.10. Great Rivers BH-ASO will not select or contract with provider network applicants that are excluded from participation in Washington State or a Federal department or agency.
 - 2.2.11. Great Rivers BH-ASO will provide a written notice of the reason for its decision to network provider applicants that are not selected as a contracted service provider for the Great Rivers BH-ASO provider network.
- 3.1. Network Management
- 3.1.1. Great Rivers BH-ASO and provider network staff are trained at the time of orientation and periodically to understand and effectively communicate the mission, vision, values, and plans regarding Great Rivers BH-ASO's region-wide behavioral health system of care.
 - 3.1.2. Great Rivers BH-ASO will provide contract monitoring, at a minimum annually, for compliance with the WAC and contract requirements.
 - 3.1.2.1. Providers who are found to be out of compliance will be required to submit a corrective action plan that addresses the identified deficiencies. Corrective action plans, at a minimum, are reviewed at the next Great Rivers BH-ASO contract compliance audit.
 - 3.1.3. Great Rivers BH-ASO Provider Network meetings are conducted quarterly to ensure communications with contractors and their subcontractors. Agenda items may include, but are not limited to:
 - 3.1.3.1. Contract requirements;
 - 3.1.3.2. Program changes;
 - 3.1.3.3. Quality of care;
 - 3.1.3.4. Quality improvement activities;

- 3.1.3.5. Performance indicators; and
- 3.1.3.5. Updates to state and federal regulations and requirements.
- 3.1.4. While performing network management activities, Great Rivers BH-ASO will evaluate the following:
 - 3.1.4.1. Expected utilization of services;
 - 3.1.4.2. Characteristics and health care needs of the population;
 - 3.1.4.3. Number and type of providers able to furnish services; and
 - 3.1.4.4. Geographic location of providers and individuals, including distance, travel time, means of transportation and whether location is American Disabilities Act (ADA) accessible.
- 4.1. Provider Network Evaluation and Monitoring
 - 4.1.1. Great Rivers BH-ASO conducts concurrent and retrospective reviews, on-site clinical record reviews, biennial administrative review, fiscal and quality assurance/improvement on-site monitoring reviews and other on-going monitoring activities to ensure the provision quality of care is consistent.
 - 4.1.2. 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, satisfaction surveys, financial audits, handling of grievances, and continuous quality improvement.
 - 4.1.3. Recommendations to change a provider status or to impose sanctions for non-compliance are discussed with the Great Rivers BH-ASO Compliance Committee and final decisions are made by the Great Rivers BH-ASO Chief Executive Officer.
 - 4.1.3.1. In the event a Great Rivers BH-ASO network provider neglects to respond to the service needs and by so doing creates a situation that constitutes imminent jeopardy to the safety or welfare of the individual, Great Rivers BH-ASO will require immediate corrective action and/or immediate termination as specified in contract and will notify HCA in accordance with Great Rivers BH-ASO's legal and contractual obligations.
 - 4.1.3.2. Great Rivers BH-ASO may terminate a contract if the Great Rivers BH-ASO 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.
 - 4.1.3.3. Denial of licensure renewal, or suspension, or revocation will be considered grounds for termination in accordance with the contract term.

- 4.1.4. Great Rives BH-ASO will notify HCA ninety (90) calendar days prior to terminating any of its provider contracts (subcontracts) or entering into a new provider contract. This notification will occur before any public announce and will include the following:
 - 4.1.4.1. The reason for termination;
 - 4.1.4.2. Great Rivers BH-ASO's plan for notification of necessary stakeholders of the change in the provider network; and
 - 4.1.4.3. How Great Rivers BH-ASO will ensure network adequacy with the loss of the provider.
 - 4.1.5. If a provider contract is terminated or a site closure occurs in less than ninety (90) days, Great Rivers BH-ASO will notify HCA as soon as possible.
 - 4.1.6. If a provider contract is terminated or a site closes unexpectedly, Great Rivers BH-ASO will submit a plan to HCA within seven (7) calendar days that includes:
 - 4.1.5.1.1. Notification to Ombuds services and individuals served at said site;
 - 4.1.5.1.2. Provision of uninterrupted services; and
 - 4.1.5.1.3. Any information released to the media.
 - 4.1.7. Great Rivers BH-ASO retains the right to make key decisions affecting overall care and services provided to individuals by the provider network.
- 5.1. Reporting Requirements
- 5.1.1. Great Rivers BH-ASO will submit documentation to HCA annually on November 1 regarding its contracted service providers to demonstrate it is adequately and appropriately serving the RSA's population.

ATTACHMENTS

None.

POLICY SIGNATURE

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11/3/2021

Trinidad Medina
Chief Executive Director

Date