



DCS Comprehensive Health Plan INTERNAL POLICY

TITLE Provider Network Oversight	POLICY NUMBER OP-NP-01
FUNCTION AREA Network Performance	EFFECTIVE 08/31/23
Initiated: 06/28/21 CHP Policy Committee Approval: 06/28/21; 03/17/22; 08/31/23	

STATEMENT/PURPOSE

This policy outlines the authority and principles guiding DCS CHP Provider Network Oversight and Performance Management.

AUTHORITY

[A.R.S. § 8-512 Comprehensive medical and dental care; guidelines.](#)

[42 C.F.R. 457.1230, Access standards.](#)

[42 C.F.R. 438.207\(b\), Delivery Network](#)

The Intergovernmental Agreement between the Arizona Health Care Cost Containment System (AHCCCS) and the Department of Child Safety (DCS) for the Comprehensive Health Plan (CHP) outlines the contractual requirements for Provider Network Development and Management.

The contract between the Department of Child Safety (DCS) for the Comprehensive Health Plan (CHP) and the Managed Care Organization (MCO) Contractor outlines the contractual requirements for compliance with network, quality and appropriateness of care/services.

DEFINITIONS

Contractor: An organization or entity that has a prepaid capitated Contract with AHCCCS pursuant to A.R.S. § 36-2904, A.R.S. § 36- 2940, A.R.S. § 36-2944, or Chapter 34 of A.R.S. Title 36, to provide goods and services to members either directly or through subcontracts with providers, in conformance with contractual requirements and State and Federal law, rule, regulations, and policies.

Network Administrator: An employee who is located in Arizona and who manages and oversees network development, network sufficiency and network reporting functions.



Network Performance Liaison: A DCS CHP employee who assists the DCS CHP Network Administrator in monitoring of the Contractor's performance, conducts provider site visits and other duties related to network adequacy and access to care.

Provider: A person, institution, or group engaged in the delivery of services, or ordering and referring those services, who has an agreement with AHCCCS to provide services to AHCCCS members.

Provider Network: Physicians, health care providers, suppliers and hospitals that contract with a health plan to give care to members.

POLICY

DCS CHP contracts a Managed Care Organization (MCO) to develop, maintain and oversee a provider network in accordance with the network standards outlined in the AHCCCS Contractor Operations Manual (ACOM) 436. DCS CHP has appropriate structures and mechanisms to oversee delegated network management activities performed by the contracted MCO.

The MCO Contractor is responsible for:

- Maintaining an adequate network of primary care, behavioral healthcare and specialty care providers and monitoring how effectively this network meets the needs and preferences of DCS CHP membership. This includes developing and maintaining a Provider Network Development and Management Plan (NDMP) that assures the provision of covered services adheres to contract. The NDMP outlines the Contractor's process to develop, maintain, and monitor an adequate Provider Network that is supported by written agreements and is sufficient to provide access to all services covered under the Contract;
- Retaining sufficient staffing, including a Network Administrator, to ensure providers receive assistance and appropriate, prompt resolution to their problems and inquiries.
- Ensuring network adequacy and appointment access, developing network resources in response to identified unmet needs, and ensuring that the contractor determines, monitors, and adjusts the number of members assigned to each PCP;
- Assessing and adjusting the availability of providers within the network to provide the types and number of providers necessary to meet the cultural, ethnic, racial and linguistic needs of members within defined geographical areas. This may include requiring existing providers to complete cultural competency training, providing practitioners with culturally and linguistically appropriate health education materials, or recruiting practitioners whose cultural and ethnic backgrounds are similar to the underrepresented member population. DCS CHP determines what adjustments are appropriate based on identified needs;
- Ensuring that contracted network providers deliver services in conformance with Arizona Vision-Twelve Principles for Children Behavioral Health Service Delivery as outlined in [AHCCCS Medical Policy Manual \(AMPM\), Policy 430](#), and abide by AHCCCS Appointment Standards outlined in [AHCCCS Contractor Operations Manual \(ACOM\), Policy 417](#);
- Maintaining a provider directory that offers information to members that is useful in selecting a physician and hospital;



- Assisting DCS CHP in meeting provider's compliance with performance measures by overseeing contracted network provider performance of each related measure; and
- Adhering to other provisions in accordance with the DCS CHP and MCO contract, ACOM Policies 415, 417, 430, 436 and other applicable policies.

DCS CHP is responsible for:

- Retaining a Network Administrator who ensures the Contractor's network adequacy and appointment access, develops network resources in response to identified unmet needs, and ensures a member's choice of providers;
- Monitoring Contractor compliance with network, quality and appropriateness of care/services expectations through independent audits and the review of required MCO Contractor deliverables set forth in the contract, program-specific performance measures and Performance Improvement Plans (PIPs);
- Reviewing, independently validating and if necessary, requiring the Contractor to update the Provider Network Development and Management Plan (NDMP) in order to build a network that offers additional services to meet the needs of children in care as appropriate;
- Taking administrative action, if needed, for Contractor provider network performance, including performance measures in reserved status, below minimum performance standards.

PROCEDURES

Processes/Guidelines

The DCS CHP Network Performance Team is responsible for and has appropriate structures and mechanisms to oversee delegated Network Management activities including but not limited to:

- Conducting statewide site visits of healthcare facilities and physician offices to ensure compliance with applicable federal and state laws;
- Providing education to healthcare entities related to the special needs of DCS CHP enrolled children and youth; and serving as an escalation point of contact to address provider concerns;
- Assisting DCS internal stakeholders in resolving member access to care issues, investigating and reporting on member and DCS field experience feedback and complaints;
- Assisting DCS CHP Network Administrator with network development in various geographic regions;
- Monitoring and tracking DCS CHP Contractor performance in accordance with ACM (Active Contract Management) guidelines and metrics;
- Reporting results, findings and impressions back to the Network Administrator, bolstering oversight and Network Management efficacy;
- Documenting in-field encounters to identify trends, provide a historical record and to inform process improvement activities; and
- Cultivating relationships with provider partners in the field to facilitate meaningful two-way communication and education.



DCS CHP activities and protocols are implemented and monitored through:

- Policies and procedures;
- Reports;
- Audits independent of Contractor data or audit work;
- Direct observation; and
- Other information and data deemed appropriate to support changes made to the scope of Network Team.

Data Utilization Process

The DCS CHP Network Performance team maintains documentation system for collection, analysis and dissemination of data pertaining to network management and performance; member experience and access to care. Each data set is used in conjunction with other data for enhancing quality, network and clinical operations for children enrolled in DCS CHP.

The DCS CHP Network Performance Team uses data to:

- Review and evaluate the results of Network Performance Liaison activities;
- Identify opportunities for improved member, DCS field experience and access to care;
- Monitor and evaluate provider and facility compliance;
- Monitor performance measures; and
- Prepare statistical reports for AHCCCS and other constituents.

Participation and Reporting

The DCS CHP Network Team is comprised of experienced, trained staff who work closely together to complete Network Management activities under the direction of the Network Administrator, in collaboration with the Chief Medical Officer (CMO) and Chief Quality Officer (CQO).

Network data is reported to the Network Administrator and other functional areas of DCS CHP to monitor process improvement activities.

Training

Provider Network Representatives within DCS CHP and the contracted MCO are adequately trained. DCS CHP reviews training syllabus for network staff that includes all of the required training elements outlined in AHCCCS ACOM 416, including evidence of staff taking the training.

Provider Network Representatives receive training which includes, at a minimum, the following elements:

- Provider inquiry handling and tracking (includes resolution timeframes)
- Internal procedures for initiating contracting or AHCCCS registration
- Evidence that training occurred for Provider Services Representatives

REFERENCES



AHCCCS Provider Network & Development - [AHCCCS ACOM 415](#)

AHCCCS Provider Information - [AHCCCS ACOM 416](#)

AHCCCS Appointment Availability - [AHCCCS ACOM 417](#)

AHCCCS Network Standards - [AHCCCS ACOM 436](#)

AHCCCS EPSDT Services - [AHCCCS AMPM Policy 430](#)

RELATED DOCUMENTS

[DCS CHP Network Oversight Tracking Tool](#)

[DCS CHP Network Performance Desktop Procedures:](#)

- Sufficient Provider Services Staffing
- PCP Assignment Monitoring & Adjustment
- Provider Services Training
- Provider Manual, Material Change, Network Exclusion & PRSS Requirements
- Provider Selection Discrimination Prohibition
- Provider Inquiry Tracking & Resolution
- Out of Network Referral
- Provider Network Demographic Maintenance
- Provider Network Geo-Access Analysis
- Member & Family Participation in Decision Making & QI