
Title 1	Northern Lakes Policies
Part 103	Managed Health Division
Subpart A	Network Administration
Policy No.	103.106
Subject	Network Operations

Applicability

Policy applies to all MHD staff, NLCMH staff, and contract and network providers.

Policy

The MHD shall establish and maintain a network of providers. The MHD will ensure a diversity of competent providers that can address consumer needs in sufficient number to enable choice and competition in the selection of those providers.

The Managed Health division of Northern Lakes CMH includes, Network Management, Access/Utilization, Customer Service/Grievance and Appeal, Community Provider Services, Substance Abuse Coordination and the MI Choice Waiver. The Chief Managed Care Officer, Network Administrators, and Contract Manager manage network Operations. This Workforce Members works closely with the other Workforce members of the Managed Health Division, Quality Management Division and Finance to ensure an adequate network is available to provide quality services to consumers.

The Chief Managed Care Officer plans for and ensures a process for making policy for the network, administers to its daily operation, ensures a process is in place for grievances and settles disputes within the network, and answers for and represents the network in public and private circumstances. The Chief Managed Care Officer reports to the Northern Lakes CMH Chief Executive Officer.

Workforce Members of the Managed Health Division conducts an annual assessment of community need in order to guide ongoing development of the provider network.

The agency Medical Director serves as the Medical Director for the Managed Health Division. The Medical Director also provides consultation and oversight services. The Northern Lakes CMH Access and Utilization Management Department provides monitoring, access and control of service delivery.

The MHD operates the network with the assistance and support of the agency Administrative Workforce Members in providing financial support services. The Chief Financial Officer provides financial reporting and information management to the MHD. The Northern Lakes CMH business office is responsible for processing all appropriate claims for payment. The Contract Manager develops and administers contracts with members of the network.

Procedures

None.

Adoption Date: June 4, 2006

Review Dates: June 5, 2009

Revision Dates: