
Title 1	Northern Lakes Policies
Part 103	Managed Health Division
Subpart A	Network Administration
Policy No.	103.115
Subject	Rights and Responsibilities of the Network Administration

Applicability

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

Policy

Northern Lakes CMH Network Administration (Managed Health Division) promotes evenhandedness and fairness to vendors/providers who are currently under contract or who have responded to a request for proposal or are under consideration for the provision of contractual services.

General Responsibilities of Network Administration:

- a) To complete initial authorizations for care and recommendations for care in timely fashion utilizing the Service Selection Guidelines issued by the DCH. Emergency assessments, from the Network or the member will be completed within three hours; urgent assessments within 24 hours and routine assessments within DCH mandated time frames.
- b) To complete reauthorizations promptly upon request.
- c) To authorize payment for services within contract specified time frames upon receipt of a clean claim.
- d) To monitor service utilization and provide data summary information to providers.
- e) To review and approve network provider applications.
- f) To survey consumers and other providers for service satisfaction information.
- g) To monitor contract compliance, including provider privileging and credentialing, Recipient Rights, Person Centered Planning, Grievance and Appeal and Quality Assurance.
- h) To provide prompt response to provider complaints.
- i) To utilize the provider dispute resolution process.
- j) To provide network updates to providers on a regular basis.
- k) To develop and maintain a network of service providers ensuring consumer access to an array of behavioral health services.
- l) To review and approve qualifying requests for proposals for services bid out.
- m) To conduct strategic planning using input from consumers, members and stakeholders.
- n) To assess outcomes and value of service.

General Rights of Network Administration:

- a) To review clinical records and documents of providers as needed to ensure quality care.

- b) To establish and review performance measures and expectations.
- c) To be notified of any changes related to members' application, contract and supporting documentation.
- d) To access consumers and/or consumer information at any point during service delivery.
- e) To award contracts based upon best value.

Procedures

None.

Adoption Date: June 4, 2006

Review Dates: June 5, 2009

Revision Dates: