




Policy and Procedures

<u>DEPARTMENT NAME</u> Utilization Management		
<u>SUBJECT</u> Network referral and credentialing assistance	<u>POLICY NUMBER:</u> UM-019	
<u>APPROVAL:</u> 	<u>EFFECTIVE DATE:</u> 2-4-2016	<u>REPLACES :</u> New policy

I. **PURPOSE:**

The Children’s Network of Southwest Florida may refer providers for credentialing and network admission to Sunshine Health and Cenpatico.

II. **REVIEW HISTORY:** New policy.

III. **CONTACT:** Utilization Management Director

IV. **PERSONS AFFECTED:** Children and families whose children are enrolled in Sunshine State Specialty Plan.

V. **POLICY:** The Children’s Network of Southwest Florida will work with CBCIH and Sunshine State Specialty Plan to develop a Network of providers who have experience with the child welfare population and to establish “medical homes” (or health homes) by referring providers that support an approach of providing comprehensive care; who are accessible, continuous, comprehensive, and family-centered; and who utilize individual health records or online portals; ensure portability of records; and support evidence-based care protocols for the child welfare population.

VI. **RATIONALE:** To assure that providers in the Network are competent and qualified to deliver quality services.

VII. **CROSS REFERENCES:**

- A. Florida Medicaid Community Behavioral Health Services Coverage and Limitations Handbook
- B. Agency for Health Care Contract with Sunshine Health
- C. Community Based are Integrated Health Contract with Sunshine Health

**Children's Network of Southwest Florida
Credentialing Process Assistance**

VIII. DEFINITIONS:

A. Credentialing - the process by which a managed care organization authorizes, contracts with, or employs practitioners who are licensed to practice independently to provide services to its members. National Committee for Quality Assurance (NCQA) sets the standard for credentialing in managed care.

B. Medicaid managed Agency (MMA) - Sunshine Health and Cenpatico for purpose of this policy

C. Provider - an agency, practice or individual that has entered into a contract with the MMA or with a community-based care lead agency to provide services to dependent children and children who are at risk of abuse, neglect, or abandonment.

D. Provider Enrollment - the process of requesting participation in a health insurance network as a Participating Provider. The provider enrollment process involves requesting enrollment/contracting with a plan; completing the plan's credentialing/enrollment application; submitting copies of licenses, insurance, and other documents; signing a contract; and any other steps that may be unique to a health care plan.

PROCEDURES:

A. The Children's Network of Southwest Florida will request that a provider be added to the network after an initial approval process unless the provider is to address a specific identified service need, geographic access requirement or cultural competency. Network providers are required to meet the criteria established for participation within the health care plan, based on the needs of the child welfare population, policy and procedures, as well as the standards set by the MMA and CBCIH.

B. Upon notification by CBCIH or direct contact with a provider The Children's Network of Southwest Florida will make an internal decision/review regarding adding the provider as it relates to their service array needs within their geographic area.

C. The CBC will complete and submit a New Provider Referral in *Integrate*.

D. In the event that additional information regarding the provider is needed the Children's Network of Southwest Florida will assist in obtaining the additional information. If after review and discussion the provider does not address one of the four areas 1) access, 2) availability, 3) quality of care concerns (by adding the provider in the area) or 4) meets an identified specific need; or is ineligible to be a Medicaid provider or fails to follow through with the MMA on the credentialing process the Children's Network of Southwest Florida will be notified that the provider is not recommended for addition to the Network.

**Children's Network of Southwest Florida
Credentialing Process Assistance**

E. In selecting provider partners, preference should be given to providers who can meet the needs of the child welfare population, particularly in underserved or rural areas. The Children's Network of Southwest Florida will engage non-participating providers and seek opportunities to discuss the Child Welfare Specialty Plan, share performance and success stories to encourage new providers. In addition, if through the process of obtaining a single-case agreement Children's Network of Southwest Florida staff determines an opportunity to improve network access in the area in which a child welfare member resides, The Children's Network will refer the prospective provider to CBCIH.

F. Comprehensive Behavioral Health Care Providers (CBHA):

1. CBHA Providers are invited to participate in the network based upon:
 - a. Credentials
 - b. Specialties
 - c. CBCIH business needs
 - d. In accordance with Florida Medicaid Community Behavioral Health Services Coverage and Limitations Handbook
2. Individual assessors must be linked to a CBHA provider agency who has a contract with the MMA

G. Claims Disputes

Children's Network of Southwest Florida staff will refer any network provider or provider claims issues to the identified Sunshine Provider Relations Specialist assigned to the Child Welfare Specialty Plan to handle.