

NORTHCARE NETWORK

POLICY TITLE: Network Provider Selection	CATEGORY: Provider Network Management	
EFFECTIVE DATE: 10/3/12	BOARD APPROVAL DATE: 3/6/13	
REVIEWED DATE: 7/7/22	REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	OTHER REVISION(S): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
RESPONSIBLE PARTY: Provider Network Specialist	CEO APPROVAL DATE: 8/2/22 Dr. Tim Kangas, CEO	

APPLIES TO

NorthCare Network Personnel
Network Providers

POLICY

It is the policy of NorthCare Network to develop and maintain a Provider Network that meets the needs of consumers for Mental Health Specialty Supports and Services and Substance Use Disorder Services in the Upper Peninsula of Michigan. NorthCare Network will continually assess consumer needs and provide the full array of services in appropriate settings to meet those care needs while evaluating and planning for the expansion, adjustment and improvement of the Provider Network. Soliciting providers for the service delivery system must be done with due deliberation and sensitivity to procurement and contracting issues. Reimbursement will be the lowest rate paid by other payers for the same or similar service. This includes advertised discounts, special promotions, and other programs where reduced pricing is in effect.

PURPOSE

To ensure that the following procedures address the objectives of NorthCare Network in securing necessary services and supports at fair and economical prices with appropriate attention to:

- quality of care;
- quality of service;
- maintenance of existing care relationships and service networks;
- creating or expanding service/provider options for consumer choice;
- consumer movement if a consumer is not satisfied with the services of a particular provider; and
- the business needs of the organization.

DEFINITIONS

1. ***Organizational Providers (Facilities)*** – are providers with whom NorthCare Network contracts and that directly employ and/or contract with individual practitioners or organizations to provide behavioral health care services. Examples of organizational providers include but are not limited to: Member Community Mental Health Services Programs, psychiatric hospitals, substance use treatment programs and residential providers.

REFERENCES

- BBA Section 438.12
- Michigan Medicaid Provider Manual Mental Health and Substance Abuse Chapter
- PIHP/MDHHS Contract
- NorthCare Network Background and Exclusion Check Policy
- NorthCare Network MDHHS Block Grant Contract
- NorthCare Network Enrollee Rights Policy
- NorthCare Network Procurement Policy
- NorthCare Network Provider Grievance and Dispute Resolution Policy

HISTORY

REVISION DATE: 6/21/13, 11/27/13, 5/1/15, 3/24/17, 1/15/18, 9/22/21,7/7/22

REVIEW DATE: 2/27/13, 11/27/13, 5/1/15, 4/8/16, 3/24/17, 1/15/18, 11/26/18, 1/8/20, 11/30/20, 9/22/21, 7/7/22

CEO APPROVAL DATE: 9/14/12, 2/27/13, 11/27/13, 5/5/15, 5/31/16,4/4/17, 2/12/18, 12/4/18, 2/26/20, 12/1/20, 10/5/21, 8/2/22

BOARD APPROVAL DATE: 10/3/12, 3/6/13

PROCEDURES

A. NorthCare Network and Network Providers:

- May not discriminate for the participation, reimbursement, or indemnification of any provider who is acting within the scope of his or her license or certification under applicable state law, solely on the basis of that license or certification; and
- Must give those providers not selected for inclusion in the network written notice of the reason for its decision;
- Is not required to contract with providers beyond the number necessary to meet the needs of its beneficiaries, and is not precluded from using different practitioners in the same specialty;
- Is not prohibited from establishing measures that are designed to maintain quality of services and control costs and are consistent with its responsibilities to its beneficiaries;
- Must ensure that it does not employ or contract with providers excluded from participation in federal health care programs under either Section 1128 or Section 1128A of the Social Security Act.
- Do not discriminate against providers that serve high-risk populations or specialize in conditions that require costly treatments.
- Does not discriminate based on an individual's age, race, religion, disability, ethnic origin, national origin, gender, sexual orientation, gender identity, and any other such prejudicial policies will not be made.
- NorthCare Network will not contract with a provider who prohibits, or otherwise restricts, a health care professional acting within the lawful scope of practice, from advising or advocating on behalf of an enrollee who is his or her patient.

B. When it has been determined that NorthCare Network is in need of contractual services for either an organizational provider or individual practitioner, the Chief

Executive Officer (CEO), or designee, shall either initiate the procurement process for goods and services or make systemic inquiries, within the current network of providers, on the availability of any contractual service provider(s) whom may have the qualifications and the experience required to meet the specific needs of NorthCare Network.

- C. After such inquiries have been made and the procurement process is not required, the CEO, or designee, may enter into preliminary noncompetitive negotiation with a particular service provider or under certain circumstances NorthCare Network may select a service provider.
- D. If NorthCare Network does not plan to restrict or otherwise limit the number of providers who can participate in its provider network for specific services, its CEO, or designee, may negotiate with multiple available service providers who may have the qualifications and the experience required to meet its specific needs for the specific service(s), and the CEO, or designee, may approve service contracts with such providers on a service unit fee for actual services.
- E. All qualified providers, meeting specific criteria (e.g. accreditation status, fiscal stability, litigation status, properly credentialed and appropriate insurance coverage) expressing an interest in contracting with NorthCare Network will be given the opportunity to compete for contracts. Contracts will be awarded in accordance with NorthCare Network's Procurement Process policy. If NorthCare Network declines to include organizational or individual/group providers in its Network, written notice of the reason for its decision will be provided to the provider within 10 days.
- F. Any contract for services must have the approval of the CEO, or designee, of NorthCare Network. All contracts and contract providers must submit an Organizational Credentialing Application and meet requirements of NorthCare Network, the state and the federal government, as applicable.
- G. NorthCare Network will maintain and make available online, or paper upon request, the NorthCare Network Provider Manual.
- H. If an organizational provider, group/individually licensed provider disagrees with a determination by NorthCare Network in the application process or during review of a provider's status and wishes to have the matter reviewed at a higher level, the provider may do so in accordance with NorthCare Network's *Network Provider Grievance and Dispute Resolution Policy*.