

PATHWAYS CMH

POLICY TITLE: Network Provider Selection	CATEGORY: Provider Network Management	
EFFECTIVE DATE: 07/02/15	BOARD APPROVAL DATE: 07/01/15	
REVIEWED DATE: June 11, 2016	REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input type="checkbox"/> No	OTHER REVISION(S): <input type="checkbox"/> Yes <input type="checkbox"/> No
RESPONSIBLE PARTY: Contract Manager	CEO APPROVAL: Mary Swift, CEO	

APPLIES TO

Pathways Contract Providers

POLICY

It is the policy of Pathways to develop and maintain a Provider Network that meets the needs of consumers for Mental Health Specialty Supports and Services in the counties of Alger, Delta, Luce, and Marquette. Pathways 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 Pathways 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 contract providers;
- 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 Pathways 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: residential providers, respite providers, vocational providers, and specialty discipline providers.

REFERENCES

- BBA Section 438.12
- Michigan Medicaid Provider Manual Mental Health and Substance Abuse Chapter

- PIHP/MDHHS Specialty Mental Health Services and Supports Contract
- PIHP/MDHHS Healthy Michigan Contract
- NorthCare Policy and Procedures
- Pathways Background Check Policy
- Pathways Procurement Policy
- Pathways Provider Directory Policy
- Pathways Contract Provider Grievance and Appeals Process Policy

HISTORY

REVISION DATE:

REVIEW DATE: 06/16/15; 6/11/16

CEO APPROVAL DATE: 06/18/15; 06/13/16

BOARD APPROVAL DATE: 07/01/15

PROCEDURES

A. Pathways and Contract Providers:

1. 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.
2. Must give those providers not selected for inclusion in the Provider Network written notice of the reason for its decision.
3. Is not required to contract with providers beyond the number necessary to meet the needs of its consumers, and is not precluded from using different practitioners in the same specialty.
4. 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 consumers.
5. 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.
6. Does not discriminate against particular providers that serve high-risk populations or specialize in conditions that require costly treatments.
7. Follow an equal opportunity employment policy and employs personnel without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, veteran status, military obligations, and marital status.
8. 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 a consumer who is his or her patient.

B. When it has been determined that Pathways 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 Pathways.

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 Pathways may select a service provider.

D. If Pathways does not plan to restrict or otherwise limit the number of providers who can participate in its provider panel network for specific services, its CEO, or designee, may negotiate with multiple available service providers whom 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 basis.

- 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 Pathways will be given the opportunity to compete for contracts. Contracts will be awarded in accordance with Pathways Procurement Process Policy. If Pathways 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 Pathways, and eventually the approval by the Pathways Board of Directors.
- G. All contracts and contract providers must submit an Organizational or Independent Practitioner Credentialing Application and meet requirements of Pathways, NorthCare Network, the state and the federal government, as applicable.
- H. Pathways will maintain and make available online, or paper upon request, the Pathways Provider Directory. The Directory will be maintained according to the Provider Directory Policy.
- I. If an organizational provider, group/individually licensed provider disagrees with a determination by Pathways 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 Pathways Contract Provider Grievance and Appeals Process.