

415 - PROVIDER NETWORK DEVELOPMENT AND MANAGEMENT PLAN; PERIODIC NETWORK REPORTING REQUIREMENTS

EFFECTIVE DATES: 06/01/10, 10/01/11, 12/01/11, 11/01/12, 10/01/13, 03/01/14, 09/01/14, 10/01/15, 07/01/16, 10/01/17, 10/01/18, 10/01/19, 10/01/20, 10/01/21, 10/01/22, 10/01/23, 10/01/24, 10/01/25

APPROVAL DATES: 01/28/10, 01/24/11, 12/01/11, 10/24/12, 07/29/13, 02/20/14, 08/27/14, 09/21/15, 04/25/16, 03/30/17, 06/21/18, 06/06/19, 04/23/20, 06/01/21, 05/17/22, 06/22/23, 05/16/24, 05/01/25

I. PURPOSE

This Policy applies to ACC, ACC-RBHA, ALTCS E/PD, DCS CHP (CHP), and DES DDD (DDD) Contractors. Provider networks shall be a foundation that supports an individual's needs as well as the membership in general. This Policy establishes Contractor requirements for the submission of the Provider Network Development and Management Plan (NDMP) and other periodic network reporting requirements.

II. DEFINITIONS

Refer to the [AHCCCS Contract and Policy Dictionary](#) for common terms found in this Policy.

III. POLICY

A. NETWORK DEVELOPMENT AND MANAGEMENT PLAN

The Contractor shall develop and maintain a Provider NDMP, which assures AHCCCS that the provision of covered services will occur as stated in the Contract [42 CFR 457.1230, 42 CFR 438.207(b)]. The NDMP shall evaluate/review activity and performance during the Contract Year (CY) prior to the NDMPs submission date and address the Contractor's plan for network development and related activity during the CY in which it was submitted. The NDMP shall specify the Contractor's process to develop, maintain, and monitor an adequate provider network that is supported by written agreements and is sufficient to provide access to all services covered under the Contract and satisfies all service delivery requirements.

The NDMP shall utilize the Network Development and Management Plan Checklist, Attachment B and include a comprehensive description of elements and be submitted as specified in Contract, Section F, Attachment F3, Contractor Chart of Deliverables.

The Contractor shall attest that it follows AHCCCS network standards for each County that they operate as specified in Contract, Section B, Capitation Rates and Contractor Specific Requirements utilizing the Network Attestation Statement, Attachment A as specified in Attachment B.

The Contractor shall complete and utilize the Centers of Excellence Report Checklist, Attachment F as specified in Attachment B.

B. PERIODIC NETWORK REPORTING

1. Provider Changes Report – Attachment D

The Contractor shall submit a Provider Changes Report utilizing Attachment D, as specified in Contract, Section F, Attachment F3, Contractor Chart of Deliverables when the Contractor identifies a provider who terminates or reduces and/or diminishes its scope of services. In addition, changes resulting in a material change to network shall be submitted to AHCCCS as specified in ACOM Policy 439.

2. Service Delivery Standard Report

The DDD Contractor shall submit a Managed Care Organization (MCO) driven report to identify the Home and Community Based Services (HCBS) Delivery Standard Report as specified in Contract. The Report shall include the following:

- a. A description of the metrics used by DDD to measure the timeliness of its service delivery and its performance under those metrics,
- b. A summary of DDDs performance under these metrics, and
- c. A trend analysis of the current performance.