

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

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

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 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 including:

CONTRACTOR	CENTERS OF EXCELLENCE	HOME AND COMMUNITY BASED SERVICES (HCBS)
NETWORK DEVELOPMENT AND MANAGEMENT PLAN (NDMP)		

III. POLICY

A. NETWORK DEVELOPMENT AND MANAGEMENT PLAN

The Contractor shall develop and maintain a Provider Network Development and Management Plan (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 prior to the NDMPs submission date and address the Contractor’s plan for network development and related activity during the Contract Year 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 include a comprehensive description of elements identified in Attachment B and shall be submitted as specified in Contract. The submission shall include the following:

1. Attachment A.
2. Attachment B, in Microsoft Word format.
3. Attachment F, the Centers of Excellence Checklist, in Microsoft Word format.
4. The Centers of Excellence report.

B. PERIODIC NETWORK REPORTING

1. Provider Changes Report

The Contractor shall submit Attachment D, as specified in Contract. Changes resulting in a material change to network shall be submitted to AHCCCS as specified in ACOM Policy 439.

2. Service Delivery Standard Report

DDD shall submit the Home and Community Based Services (HCBS) Service 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.