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

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**I. Purpose**

This Policy applies to AHCCCS Complete Care (ACC), ALTCS E/PD, DCS/CMCP (CMCP), DES/DDD (DDD) and RBHA 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 and other periodic network reporting requirements.

**II. Definitions**

- **Diminished Scope of Service**
  
  Indicates when a provider has decreased its capacity or eliminated a service previously provided.

- **Geographic Service Area (GSA)**
  
  An area designated by AHCCCS within which a Contractor of record provides, directly or through subcontract, covered health care services to a member enrolled with that Contractor of record, as defined in 9 A.A.C. 22, Article 1.

- **Provider**
  
  Any individual or entity that is engaged in the delivery of services, or ordering or referring for those services, and is legally authorized to do so by the State in which it delivers the services, pursuant to 42 CFR 438.2.

**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 438.207(b)]. The NDMP shall outline 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 but not be limited to a comprehensive description of all elements identified in Attachment B.
In addition to Attachment B, the NMDP shall be evaluated, updated, and submitted with the following as specified in Contract:

1. Attachment A, for all Contractors.
2. Attachment C, for ALTCS E/PD Contractors.
3. The Workforce Development Plan as specified in ACOM Policy 407 for all Contractors, excluding CMDP.
4. The Value Based Purchasing/Center of Excellence (VBP/COE) report. The VBP/COE report shall be no longer than four pages in length.

IV. PERIODIC NETWORK REPORTING

A. PROVIDER CHANGES DUE TO RATES REPORT

The Contractor shall submit Attachment D, as specified in Contract. The Contractor shall ensure reporting by its Providers of Diminished Scope of Services and termination of Contract. Submission of this Attachment is required even when the Contractor does not have any Provider changes to report. Changes resulting in a material change to network shall be submitted to AHCCCS as specified in ACOM Policy 439.

B. SERVICE DELIVERY STANDARD REPORT

DDD shall submit HCBS Service Delivery Standard Report (Attachment E) as specified in Contract. DDD shall also submit, with the Attachment, a coversheet that includes the following:

1. A summary of the results.
2. An analysis of any trends and issues, including proposed solutions and an analysis of the effectiveness of previously implemented solutions.
3. A description of how the start of the 14 and 30 day timeframe are calculated, and the process for determining the date the service was provided. Provide explanation if different methods are used for different services.
4. A description of the timeframe covered by this Report.
5. The total number of unique members who have at least one unprovided service, reported separately for newly enrolled and existing members.

C. DME SERVICE DELIVERY REPORTING

ACC, ALTCS E/PD, and DDD Contractors shall submit Attachment F as specified in Contract. For each type of medical equipment specified in the reporting, the Contractor shall establish a timeliness standard for when a member shall receive the medical
equipment, from the time a complete request for authorization is received, to the time the medical equipment, and any installation and training is received. Timeliness standards will be reviewed by AHCCCS for appropriateness. The Contractor shall report its performance against the established standards for medical equipment provided in the reporting period, and in the cover letter identify discrepancies between its standard and performance, strategies to address non-compliance with the standard and any actions taken as a result of this analysis.

The Contractor shall review its performance against its medical equipment standards for potential network gaps and address in its annual NMDP.