

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

EFFECTIVE DATE: October 1, 2018

REFERENCES: A.R.S. § 36-2901; A.A.C. R9-22-101; 42 CFR 438.207(b); ACOM 407, ACOM 415 (with Attachments), ACOM 439

This policy establishes Division requirements for the Division's submission of the Network Development and Management Plan and other periodic network reports to AHCCCS.

Network Development and Management Plan

The Division develops and maintains a provider Network Development and Management Plan that assures AHCCCS the provision of covered services will occur as stated in the Contract [42 CFR 438.207(b)]. The Network Development and Management Plan outlines the Division's process for developing, maintaining, and monitoring an adequate provider network that:

- Is supported by written agreements
- Is sufficient to provide access to all services covered under the Contract
- Satisfies all service delivery requirements.

The Network Development and Management Plan includes, but is not be limited to, a comprehensive description of all elements identified in AHCCCS Contractors Operations Manual (ACOM) 415 Attachment B Network Development and Management Plan Checklist. The Plan also identifies any network gaps and strategies to resolve those gaps.

The Network Development and Management Plan is evaluated, updated, and submitted to AHCCCS with the following, as specified in Contract:

- A. ACOM 415 Attachment A, Network Attestation Statement
- B. ACOM 415 Attachment B, Network Development and Management Plan Checklist
- C. Workforce Development Plan as outlined in ACOM Policy 407
- D. Value Based Purchasing/Centers of Excellence Report (VBP/COE Report), no longer than four pages, which includes the following:
 1. Centers of Excellence section that describes:
 - a. The Division's current Centers of Excellence, and why they are significant for the membership of the Division, including an explanation of:
 - i. A Center of Excellence for children with specialized healthcare needs as identified in Contract
 - ii. An Integrated Pain Management Center of Excellence that addresses the following, as identified in Contract:
 - Behavioral health and physical health needs

- Opioid use disorder.
 - b. Division efforts to encourage member use of the Centers of Excellence,
 - c. Goals and outcome measures for the contract year
 - d. Description of monitoring activities to occur throughout the year
 - e. Evaluation of the effectiveness of the previous year's initiatives
 - f. Summary of lessons learned and any implemented changes
 - g. Description of the most significant barriers
 - h. Plan for next contract year.
2. A Value-Based Purchasing section that describes:
- a. Division initiatives to encourage member of high value providers
 - b. An evaluation of Division effectiveness in directing members to high value providers
 - c. Division plans to encourage providers determined to offer high value but not participating in VBP arrangements, if any, to participate in VBP contracts
 - d. Planned changes for next contract year.

Periodic Network Reporting

A. Provider Changes Due to Rates Report

The Division submits, as specified in Contract, a Provider Changes Due to Rates Report, ACOM 415 Attachment D. The Division ensures reporting by its providers of reduced scope of services and termination of contract.—Submission of this attachment is required even when there are no provider changes to report.

The Division submits changes resulting in a material change to network to AHCCCS as outlined in ACOM Policy 439.

B. DDD Therapeutic Services and HCBS Services Network Gap Reporting Roster

The Division submits, as specified in Contract, a DDD Therapeutic Services and HCBS Services Network Gap Reporting Roster. The Roster includes information in the Excel format identified in ACOM 415 Attachment Ea and Attachment Eb.

C. Customized Wheelchair, Customized Hospital Bed, and Augmentative Communication Device Timeliness Report

The Division submits ACOM 415 Attachment F as specified in Contract. For each type of Medical Equipment outlined in the report, the Division establishes a timeliness standard for when a member must 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 are reviewed by AHCCCS for appropriateness.



The Division reports its performance against the established standard for Medical Equipment provided in the reporting period, and in a cover letter identifies discrepancies between its standard and performance, strategies to address noncompliance with the standard and any actions taken as a result of this analysis.

The Division reviews its performance against its Medical Equipment standards for potential network gaps and address them in its Annual Network Development and Management Plan.