

**NORTH COUNTRY COMMUNITY MENTAL HEALTH
NORTHERN AFFILIATION
ADMINISTRATIVE MANUAL**

CHAPTER: Affiliation, Chapter 5
PROCEDURE NAME: Provider Appeals
PROCEDURE NUMBER: 5004

POLICY:

It is the policy of the Northern Affiliation that all providers have the right to a fair and efficient process for appealing decisions that adversely affect the provider, which are made by the Medical Director or any committee on behalf of the Northern Affiliation.

Adverse decisions affecting a provider may include:

- a. Single service authorization decisions,
- b. Suspension, revocation, and/or reduction in the level of credentialing or privileging,
- c. Imposition of any sanctions for unnecessary, inappropriate, or poor quality behavioral health care service provided to Northern Affiliation members.
- d. Termination of participation in the Northern Affiliation network for cause,

PURPOSE:

To establish a process and procedure for resolving provider appeals.

APPLICATION:

To all comprehensive providers and other providers of services managed by the Northern Affiliation

PROCEDURES:

- I. Within ten (10) days of receipt of an adverse decision Northern Affiliation providers may request in writing the Northern Affiliation Provider Appeal Procedure of the Provider Network Manager. The notice of intent should include the grounds for the appeal as well as any supporting documentation.
- II. Once the Provider Network Manager receives a request to appeal, the Provider Network Manager will
 - a. Log the appeal.
 - b. Contact and document communication with the appealing provider
 - c. Process the disputed issue by routing to the most appropriate Northern Affiliation staffperson who was not involved in rendering the original decision including Northern Affiliation Medical Director, Access Center Director, Director of Affiliation Services or Provider Network Manager.
 - d. In all situations of appeal regarding a single service authorization the Provider Network Manager will direct the appeal to the Northern Affiliation Medical Director who will make the final decision on the appeal.
 - e. The Northern Affiliation staffperson assigned the appeal shall review the situation and take one of the following actions: 1) Affirm the original decision; 2) Overrule the original decision; 3) Request additional written documentation from the provider or from Northern Affiliation; 4) Request that the provider appear in person to discuss the adverse determination and grounds for appealing that determination.
- III. Written notice of the Appeal decision of the Northern Affiliation staff shall be sent to the provider and Northern Affiliation staff involved in the original determination within 5 days after a decision is made by the Provider Network Manager or designee.
- IV. In situations other than a single service authorization appeal when a provider chooses to further appeal a decision of the Northern Affiliation staff the provider will notify the Provider Network

Manager of intent to utilize the post-appeal process within 10 days of receipt of the appeal decision. Service authorization decisions are not subject to the post-appeal process.

- V. Once the Provider Network Manager receives a request for post-appeal, the Provider Network Manager will
 - a. Log the post-appeal,
 - b. Contact and document communication with the appealing provider,
 - c. Process the disputed routing the issue to the Affiliation Board,
 - d. The Affiliation Board shall review the situation and take one of the following actions: 1) Affirm the original decision; 2) Overrule the original decision; 3) Request additional written documentation from the provider or from Northern Affiliation; 4) Request that the provider appear in person to discuss the adverse determination and grounds for appealing that determination. In situations of post-appeal concerning a Comprehensive Provider, the Affiliation Board representatives of the post-appealing agency will abstain from voting.

- VI. Written notice of the post-appeal decision of the Northern Affiliation staff shall be sent to the provider and Northern Affiliation staff involved in the original and appeal determinations within 5 days after a decision is made by the Provider Network Manager or designee.

- VII. If an adverse determination by the Northern Affiliation results in termination of participation from the network, the affected provider shall be barred from reapplying for participation for a minimum of twelve months. After the twelve-month period, if the provider chooses to reapply for participation, the provider shall include in the application reference to the adverse determination, which causes the previous rejection or termination. The Northern Affiliation may use information contained in the provider file to make a decision on the reapplication for participation in the provider network.

- VIII. Confidentiality: Northern Affiliation staff will assure the confidentiality of information involved in a provider appeal or post-appeal by adhering to a strict need-to-know basis and refraining from disclosing or discussing the nature of the situation outside of the process described in this procedure.

DISTRIBUTION:

All member boards and providers
Affiliation Administrative Manual

REVISED: 9/02

APPROVED:

DATE

DATE