

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

CHAPTER: Affiliation Chapter 5
PROCEDURE NAME: Procedure for Delegation of Managed Care Functions
PROCEDURE NUMBER: 5005
SUPERCEDES: Procedure for Delegation of Provider Network Management

PURPOSE:

North Country Community Mental Health is committed to effectively and efficiently managing the Medicaid resource for mental health, developmental disability and substance abuse services. Effective management indicates that certain managed care functions, particularly those involving local community presence and control, should be delegated to those entities qualifying as Comprehensive Specialty Services Networks (CSSN). This procedure governs the delegation and oversight of the local management of the provider network.

APPLICATION:

All managed care functions specifically delegated by North Country Community Mental Health, via written contract, to an affiliation member CMHSP.

STANDARDS:

- Specific expectations, performance standards, and evaluation methods shall be established for all delegated functions.
- The PHP will have final authority to resolve all disputes with the CSSN regarding a delegated function.
- Only Community Mental Health Services Program (CMHSP) members of the Northern Affiliation will be designated as a CSSN. Managed care functions may only be delegated to a CSSN.
- Delegation of managed care functions shall be consistent with 42 CFR 438.230

PROCEDURES:

- I. Establishment of Expectations, Criteria and Evaluation Methods
 - A. Specification of Functions
Appropriate PHP staff shall define the specific function to be delegated and identify relevant statute or regulation.
 - B. Criteria
 1. Appropriate PHP staff shall define the criteria for evaluation, including as applicable, but not limited to:
 - a. minimum staff qualifications, including credentials, training and experience,
 - b. required time frames for performance,
 - c. required documentation,
 - d. medical necessity criteria and/or service selection guidelines, if appropriate, and
 - e. minimum performance requirements.
 2. Criteria for evaluation shall be reviewed by the Provider Quality Oversight Committee as appropriate.
 3. Criteria for evaluation shall be reviewed and approved by the Operations Committee. Any dispute regarding the criteria shall be resolved in a manner consistent with the ITFRA Agreement.
 4. Criteria shall be shared with all CSSNs and specified in the written contract.
 - C. Evaluation Methods
 1. The Provider Network Manager (or other staff assigned by the Director of Affiliation Services) shall define the method and frequency for evaluating the CSSN's performance of the delegated function.
 2. The evaluation process shall be reviewed by the QOC, as appropriate.
 3. The evaluation process shall be reviewed and approved by the Operations Committee. Any dispute regarding the evaluation process shall be resolved in a manner consistent with the ITFRA Agreement

