

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/02/2009 Last Review Effective Date: 02/11/2009
SUBJECT: Medical and Utilization Management	SECTION: MM/UM 1.8

SUBTITLE: Material Changes in the Provider Network

POLICY:

It is the policy of the Children's Rehabilitative Services Administration (CRSA) to review and take action when notified of material changes in the Children's Rehabilitative Services (CRS) Contractor's provider network and for CRSA to notify the Arizona Health Care Cost Containment System (AHCCCS) of the changes.

DEFINITIONS:

Material Change:

A material change to the network is defined as one which affects, or can reasonably be foreseen to affect, the Contractor's ability to meet the performance and network standards as described in its contract with CRSA. It also includes any change that would cause more than 5% of members in the geographic service area to change the location where services are received or rendered.

Provider:

A person or entity that subcontracts with CRSA, or its delegate, to provide AHCCCS covered services directly to members.

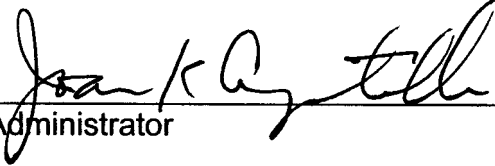
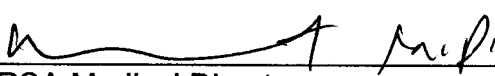
PROCEDURES:

- 1) CRSA receives the written notification from the CRS Contractor of any change in the CRS' provider network or overall CRS Contractor's business practices that could have an impact on the members or may significantly impact the delivery of services.

CRSA must receive written notice of termination of a contracted provider, within one (1) business day of the CRS Contractor's knowledge of termination of a contracted provider.

- 2) CRSA ensures that members are notified in writing within fifteen (15) days of CRS Contractor acquiring knowledge that a provider is leaving the network (42 C.F.R. § 438.10(f)(5)).

- 3) All expected material changes in the CRS provider network must be approved in advance by CRSA. The CRS Contractor must submit a request for approval of material change, including a draft notification letter to affected members, to CRSA sixty (60) days prior to the effective date of the change for review and approval. Per CRS Contractors Policy and Procedure Manual (CPPM), Chapter 14.0, Provider Network Development and Management Plan, the CRS Contractor must notify CRSA of interventions to filling the gap, identifying other providers/avenues to meet member needs, and any barriers to those interventions and ongoing activities.
- 4) CRSA notifies the Arizona Health Care Cost Containment System Administration (AHCCCSA) Division of Health Care Management of material changes that impacts members, providers, or program, or may significantly impact the delivery of services at least sixty (60) days before the intended effective date of the changes. AHCCCSA shall have the right to comment or may intervene if the changes will lead to an adverse affect to the overall system.
- 5) The CRSA Division Chief of Member and Provider Services, Education, and Advocacy, in consultation with the CRSA Medical Director, reviews the CRS Contractor's notifications and intervention plans and takes appropriate action.

<p>Approved:</p> <p> _____ CRSA Administrator</p> <p> _____ CRSA Medical Director</p>	<p>Date:</p> <p><u>3/5/09</u></p> <p><u>3/4/09</u></p>
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