

Appendix A

Division of Mental Health, Developmental Disabilities and Substance Abuse Services Contract

6.0 Provider Relations and Support

6.1 Adequacy of the Provider Network

The LME/MCO shall develop and manage a qualified provider network in accordance with community needs including enrollment, disenrollment, credentialing and assessment of qualifications and competencies in accordance with applicable State and federal laws, rules, and regulations and the provider qualifications established by the LME/MCO and deemed necessary for the effective provision of quality services. The LME/MCO shall have the authority to select which providers may enroll in the LME/MCO Closed Network consistent with the LME/MCO selection and retention criteria.

The LME/MCO shall conduct an annual gaps analysis and needs assessment of its provider network that incorporates data analysis of access to and choice of providers, as well as input from consumers, family members, providers and other stakeholders. LME/MCO will review all services, including crisis services, and identify service gaps and prioritized strategies to address any gaps or weaknesses identified. The assessment shall take into consideration the characteristics of the population in the entire catchment area and shall include input from individuals receiving services and their family members, the provider community, local public agencies, and other local system stakeholders. The LME/MCO shall assess the adequacy, accessibility and availability of its current provider community and create a network development plan to meet identified community needs, following the Department's published gaps analysis requirements.

For Assertive Community Treatment, Individual Placement and Support-Supported Employment (IPS-SE) model, Peer Support Services, Community Support Team, Tenancy Supports, Psychosocial Rehabilitation and other services available to meet the goals of community integration and treatment/support under TCLI, the LME/MCO will contract with a sufficient number of providers in accordance with the State-funded service array. The provider network shall not be used to segregate consumers eligible under TCLI from other consumers. Providers shall not be set aside as the only providers serving individuals in the TCLI benefit plan when other providers of the same services are also in the LME/MCO's provider network.

6.2 Choice of Providers

The LME/MCO shall ensure that consumers have a choice of at least two qualified providers of outpatient therapy services. LME/MCO shall use best efforts to ensure that consumers have a choice of providers within such radius requirements for other location-based services covered under this Contract, except for services with limited demand or services for which there is not sufficient funding to support more than one provider in a geographic area. The LME/MCO shall make information on providers available to consumers to support selection of a provider.