
Title 1	Northern Lakes Policies
Part 103	Managed Health Division
Subpart A	Network Administration
Policy No.	103.106
Subject	Network Operations

Applicability

Policy applies to all Managed Health Division (MHD) workforce members, Northern Lakes CMHA workforce members, and contract and network providers.

Policy

The Managed Health Division (MHD) shall establish and maintain a network of providers. The MHD will ensure a diversity of competent providers that can address consumer needs in sufficient number to enable choice and competition in the selection of those providers.

The Managed Health Division of Northern Lakes CMHA includes, Network Management, Access/Utilization, Customer Service/Grievance and Appeal, Community Provider Relations, Integrated Health, and Network Statistician. The Director of Managed Health Division, Network Administrators, and Contract Manager manage network operations. Network Management works closely with Quality Improvement and Compliance, and Finance to ensure an adequate network is available to provide quality services to consumers.

The Director of Managed Health Division plans for and ensures a process for making policy for the network, administers its daily operation, ensures a process is in place for grievances and settles disputes within the network. The Director of Managed Health Division reports to the Northern Lakes CMHA Chief Executive Officer.

The Managed Health Division conducts an ongoing assessment of community need in order to guide ongoing development of the provider network.

The Northern Lakes CMHA Medical Director provides consultation and oversight services to the Managed Health Division as needed. The Northern Lakes CMHA Utilization Management Committee provides monitoring of access and service delivery.

The Managed Health Division operates the network with the assistance and support of the agency's financial support services. The Director of Finance provides financial reporting to the MHD. The Finance Department is responsible for processing all appropriate claims for payment. The Contract Manager develops and administers contracts with members of the provider network.

Procedures

None.

Adoption Date: June 4, 2006

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March 28, 2012
April 23, 2018

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