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| <b>Title 1</b>    | <b>Northern Lakes Policies</b>                                       |
| <b>Part 103</b>   | <b>Managed Health Division</b>                                       |
| <b>Subpart A</b>  | <b>Network Administration</b>  |
| <b>Policy No.</b> | <b>103.115</b>   |
| <b>Subject</b>    | <b>Rights and Responsibilities<br/>of the Network Administration</b> |

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### **Applicability**

Policy applies to all Managed Health Division employees, Northern Lakes CMHA employees, and contract and network providers.

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### **Policy**

Northern Lakes CMHA Network Administration (Managed Health Division) promotes evenhandedness and fairness to vendors/providers who are currently under contract or who have responded to a request for proposal or are under consideration for the provision of contractual services.

#### General Responsibilities of Network Administration:

- a) To authorize services for specialized residential services.
- b) To monitor service utilization and provide data summary information as requested.
- c) To review and approve network provider applications.
- d) To ensure fee schedules for contracted services are available in order for providers to submit claims for payment.
- e) To monitor contract compliance, including provider credentialing and privileging and training as outlined in provider contracts.
- f) To provide prompt response to provider complaints.
- g) To utilize the provider dispute resolution process.
- h) To provide network updates to providers on a regular basis.
- i) To develop and maintain a network of service providers ensuring consumer access to an array of behavioral health services.
- j) To review and approve qualifying requests for proposals for services bid out.
- k) To conduct strategic planning using input from consumers, providers and stakeholders.
- l) To assess outcomes and value of service.

#### General Rights of Network Administration:

- a) To review clinical records and documents of providers as needed to ensure quality care.
- b) To establish and review performance measures and expectations.
- c) To be notified of any changes related to members' application, licensing, contract, and supporting documentation.
- d) To access consumers and/or consumer information at any point during service delivery.
- e) To award contracts based upon best value.

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**Procedures**

None.

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**Adoption Date:** June 4, 2006

**Review Dates:** June 5, 2009  
March 28, 2012  
April 25, 2018

**Revision Dates:** April 5, 2017  
April 30, 2018  
September 16, 2021 JB