



## CMHA-CEI Policies and Procedure Manual

<b>Title:</b>	1.6.1 A, External Provider Network Management-Out of Network Services		
<b>Subject:</b>	PROVIDER NETWORK		
<b>Section:</b>	Administrative		
<b>Policy:</b> <input type="checkbox"/> <b>Procedure:</b> <input checked="" type="checkbox"/>	<b>Issued by:</b> Chief Finance Officer	<b>Effective Date:</b> 11/01/01	<b>Applies to:</b> <input type="checkbox"/> All CMHA-CEI staff <input checked="" type="checkbox"/> Contract Providers
<b>Page:</b> 1 of 2	<b>Approved by:</b> Board of Directors	<b>Review Date:</b> 05/17/17	<b>X Other:</b> (network service providers)

### I. **Purpose:**

To ensure that Medicaid enrollees are able to receive necessary Medicaid covered services.

### II. **Procedures:**

- A. If CMHA-CEI providers are unable to provide necessary services covered under the Medicaid Contract, the CMHSP must provide those services outside of the Provider network.
- B. The out of network services must be adequate for the intended purpose.
- C. The out of network services must be provided timely and in a manner to meet the identified needs. The process will be expedited for urgent needs.
- D. Covered services must be provided out of network for as long as CMHA-CEI providers are unable to provide the covered service.
- E. The out of network providers must coordinate payment with CMHA-CEI.
- F. The cost to the consumer shall be not more than the same service if provided in network.

### **Standard:**

The following Federal statutes establish the standards for the Out of Network Services procedure:

- A. 42CFR 438.206: Availability of Services
- B. 42CFR 438.214: Provider Selection

### III. **Definitions:**

**CMHSP:** Community Mental Health Service Program

### IV. **Monitor and Review:**

This procedure is reviewed annually by the Chief Finance Director. This procedure is monitored by accrediting bodies and regulatory agencies as applicable.

V. References:

N/A

VI. Related Policies and Procedures:

CMHA-CEI Procedure	3.6.12A	Recipient/Enrollee Rights
CMHA-CEI Policy	3.6.12	Guarantee of Rights
CMHA-CEI Procedure	4.3.1	Finance

VII. Review Log:

Review Date	Reviewed By	Changes (if any)
03/06/07	-	-
03/06/08	-	-
02/26/09	-	-
02/01/10	-	-
05/26/11	-	-
05/21/12	-	-
05/17/17	Chief Finance Director	Updated to new format

VIII. Attachments:

N/A