

San Bernardino County Department of Behavioral Health

Network Adequacy Monitoring Procedure



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Background As the Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) for San Bernardino County (County), the Department of Behavioral Health (DBH) is required to maintain and monitor a provider network adequate to serve, within scope of practice under State law, the client capacity, for both adults and children/youth.

Purpose To describe the network adequacy standards and monitoring procedures for DBH, its Contract Agencies, and/or Fee-For-Service (FFS) providers.

Network Adequacy Monitoring Procedure In order to ensure DBH, its Contract Agencies, and/or FFS providers are adhering to the network adequacy standards and what DBH will be monitoring, the following table explains the roles and responsibilities:

Role	Responsibility
DBH Research and Evaluation (R&E)	Reviewing and/or analyzing the following: <ul style="list-style-type: none"> • Current and anticipated Medi-Cal enrolment; • Current and expected utilization of services; • Characteristics of the Medi-Cal population; • Population, Medi-Cal Population, Penetration Rate, Prevalence Rates for Serious Mental Illness (SMI), Broad Definition, Serious Emotional Disturbance (SED) and Substance Use Disorder (SUD); • Geographic locations of network providers and Medi-Cal clients, considering distance, travel time and the means of transportation ordinarily used by Medi-Cal clients; • Results of biannual MHP Consumer Perception Survey related to access to services, and • Results of the annual DMC-ODS Plan Treatment Perception Survey related to access to services.

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Network Adequacy Monitoring Procedure, continued

Role, continued	Responsibility, continued
DBH Quality Management (QM)	<p>Reviewing and/or monitoring the following:</p> <ul style="list-style-type: none"> • Number of network providers who are not accepting new Medi-Cal clients; • Number, discipline, mix, and geographic distribution of providers within the network is sufficient to meet the needs of the anticipated number of clients in the service area; • Range of services offered are adequate for the anticipated number of clients for the service area within the County; • Timely access for psychiatric, mental health services, SUD treatment services, case management, crisis intervention and medication support services within the required business days from request of appointment; • Development, implementation, maintenance and application of applicable policies and procedures related to network adequacy, timely access, service availability, physical availability, and telehealth services; • Use of telehealth services to ensure compliance with DHCS' Medi-Cal Provider Manual telehealth policy: <ul style="list-style-type: none"> ○ Licensure in CA; ○ Screened and enrolled as providers in the Medi-Cal program, and ○ Able to comply with state and federal requirements for the Medi-Cal program. • Maintenance of the information in the DBH Provider Directory; • Number of grievances and appeals related to availability of services and problems in obtaining services in a timely manner has increased; • Verification DBH clinics, itscontract providers and FFS providers submit required NACT/provider directory information by the deadline DBH provides, and

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Network Adequacy Monitoring Procedure, continued

Role, continued	Responsibility, continued
DBH Quality Management (QM)	<ul style="list-style-type: none"> • Reviewing and/or analyzing the availability of triage lines or screening systems, as well as the use of telemedicine, e-visits, and/or other evolving and innovative technological solutions. <p>Note: Findings of the monitoring activities shall be discussed during the Quality Management Action Committee (QMAC) meeting.</p>
DBH Office of Cultural Competence and Ethnic Services (OCCES)	<p>Reviewing and/or analyzing the following:</p> <ul style="list-style-type: none"> • Ability of network providers to ensure: <ul style="list-style-type: none"> ○ Physical access; ○ Reasonable accommodations; ○ Culturally competent communications, and ○ Accessible equipment for Medi-Cal clients with physical or mental disabilities. • Policies and procedures related to language assistance; • Ability of network providers to communicate with limited English proficient clients in their preferred language(s), and • Availability and use of language translation line services. <p>Note: Findings of OCCES' monitoring activities shall be discussed with the Cultural Competency Advisory Committee at least annually.</p>
QM and R&E	<p>Reviewing and/or analyzing the Initial Contact Logs (ICL) to determine if there has been a change in the percentages of clients offered appointments within the network adequacy standards.</p>

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Related Policy or Procedure

DBH Standard Practice Manual:

- Network Adequacy Monitoring Policy ([QM6043](#))
 - Out of Network Access Policy ([QM6044](#))
 - Out of Network Access Procedure ([QM6044-1](#))
 - Service Availability Policy ([QM6046](#))
 - Timely Access Policy ([QM6041](#))
 - Timely Access Procedure ([QM6041-1](#))
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Reference(s)

- Code of Federal Regulations Title 42, Chapter IV Subchapter C, Sections 438.68, 438.206, 438.207
https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title42/42cfr438_main_02.tpl
 - California Department of Health Care Services Mental Health and Substance Use Disorder Services Information Notice No. 18-011
https://www.dhcs.ca.gov/services/MH/Documents/Information%20Notices/IN%2018-%20Network%20Adequacy/MHSUDS_IN_18-011_Network_Adequacy.pdf
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