Connecticut Community KidCare - BHP

Network Development

Continuing to Build
A Comprehensive Network

- New DCF and DSS efforts to expand service capacity:
  1. Implement enhanced care clinics…higher rates for timely access
  2. Convert selected DCF community service grants to FFS to allow providers to expand capacity and meet demand

Continuing to Build
A Comprehensive Network

- Delegating significant responsibility to the KidCare ASO for:
    1. Identifying network deficiencies by local area
    2. Recruiting new providers and providing technical assistance to network providers

- Retaining responsibility for provider enrollment and rate setting

Identifying Network Deficiencies by Local Area

- System Managers will help identify access issues, gaps in local delivery systems and quality of care issues by:

  1. Sharing data with Community Collaboratives and Managed Service Systems that reflect utilization in each local area

  2. Assuring development and implementation of Local Area Development Plans

  3. Reviewing reports of unmet needs from families, providers, Care Managers and others

Identifying Network Deficiencies by Local Area

- ## System Managers also will:
  4. Meet with providers, affiliated delivery systems, advocacy groups and others to identify opportunities for improvement
  5. Monitor complaints, grievances and appeals to identify issues related to system access and quality
  6. Develop and review satisfaction surveys and system evaluations to identify access issues, such as requests for services in a particular language or areas of clinical specialty

Planning for Expanded Capacity

- Local Area Development Plans will:
  1. Establish local area priorities
  2. Set forth an action plan for network development

Recruiting Providers and Offering Technical Assistance

- Provider Relations staff will:
  1. Provide technical assistance, e.g. completing provider application and how to request prior authorizations
  2. Help providers understand and comply with regulations for a new service
  3. Track Single Case Agreements and encourage network application

Recruiting Providers and Offering Technical Assistance

- **Provider Relations staff also will:**

  4. Interview providers to determine reasons providers drop out of the network and suggest corrective actions

  5. Track reasons providers decline to apply and make recommendations

  6. Offer data to providers to assist them in planning for expanding existing services or adding new services

Recruiting Providers and Offering Technical Assistance

Non-network providers recommended for network status by families also will be contacted by System Managers and provider relations staff.

Provider Enrollment

- DSS and DCF staff will retain responsibility for the technical aspects of the provider network:

1. Enrolling providers
2. Establishing reimbursement rates and procedure codes