



This is not construed to:

Require the Contractor to contract with providers beyond the number necessary to meet the needs of its members.

Preclude the Contractor from using different reimbursement amounts for different specialties or for different practitioners in the same specialty.

Preclude the Contractor from establishing measures that are designed to maintain quality of services and control costs and are consistent with its responsibilities to members.

DBH will not knowingly have a relationship of the type described above with any of the following:

- An individual who is debarred, suspended or otherwise excluded from participating in procurement activities under the Federal Acquisition Regulation or from participating in non-procurement activities under regulations issued under Executive Order No. 12549 or under guidelines implementing Executive Order No. 12649 and 1128 or section 1128A of the Social Security Act
- An individual who is an affiliate, as defined in the Federal Acquisition Regulation, of a person described above.

Adequacy of DBH's provider network will be evaluated at least annually by the executive team at DBH. This team (or its designee) will use a combination of the following as measures in determining network adequacy.

- 1) Access to care (initial and follow-up)
- 2) On-going utilization review of clinician caseload
- 3) Caseload size
  - a. 50 – 70 for outpatient MH therapist
  - b. 25 – 50 for IOP/OP substance abuse therapist
  - c. 250 – 400 for a prescriber

In the event of overpayment, the contractor must return the overpayment to DBH within 60 days and notify DBH in writing of the reason for the overpayment. DBH will report all recoveries of overpayments to the State on an annual basis.

#### Provider Network Retention

In an attempt to retain members of its provider network, DBH has implemented the following strategies for employees:

- A comprehensive compensation plan has been approved by the Board of Directors to include efforts specifically focused on maintaining competitive wages and benefits
- Opportunities for professional growth and development, including brown bag luncheons, off-site conferences, and other training activities.
- A Wellness Committee responsible for promoting overall wellness at the agency through physical, social, and other areas of well-being.
- When beneficial to the agency and its clients, DBH allows employees to apply for and work a flexible schedule.

- Multiple staff activities organized by the agency throughout the year to express appreciation and promote comradery among co-workers.
- Improved efforts to acknowledge exceptional work by employees.
- Numerous incentives for employee, including discounted memberships, access to a perks website with discounted goods and services, onsite laundry service pickup, weekly yoga classes for staff, etc.

Efforts to retain subcontractor providers include:

- Participation in agency trainings with CEU certificates provided.
- Case staffings with the DBH Corporate compliance officer or other clinicians working in a leadership capacity.

When DBH is unable to supply a client with a qualified in-house clinician to provide the medically necessary service(s) it will refer the client to a contracted, qualified, outside provider. DBH may elect to allow a client to be treated by an outside provider under other circumstances, but is not required to do so by the PMHP Medicaid contract between Medicaid and DBH when it has a qualified in-house provider.

#### Subcontract for Administrative Functions

DBH will ensure that the following actions are taken when seeking subcontractors for administrative functions (i.e. electronic health record, human resources information system, etc.):

- Evaluate prospective subcontractor's ability to perform the activities to be delegated.
- Maintain copies of each approved and active contract
- Determine if any individual is disbarred, suspended, or otherwise excluded from participating in procurement activities or from participating in non-procurement activities by:
  - Conducting LEIE and EPLS database searches and/or
  - Obtaining attestations for individuals performing administrative functions

In addition, DBH will see that verbiage specifying the activities and report responsibilities is contact in the contract language. Further, DBH will require language that provides for revoking delegation or imposing sanctions if the subcontractor's performance is inadequate.