

SECTION: 1 CHAPTER: 400
POLICY: 402, Network Material Changes

1. PURPOSE:

- a. T/RBHAs must ensure the timely and accurate reporting of material changes to the network, affecting behavioral health recipients to the Arizona Department of Health Services, Division of Behavioral Health Services (ADHS/DBHS). T/RBHAs must also ensure that all subcontracted providers adhere to the requirements of this policy.
- b. The T/RBHA must develop and maintain a Network with sufficiency in size, scope and types of providers to deliver all covered behavioral health services and satisfy all the service delivery requirements. The T/RBHA must:
 - i. Communicate with the network providers regarding contractual and/or program changes and requirements,
 - ii. Provide or arrange for medically necessary covered services should the network become temporarily insufficient within the contracted service area,
 - iii. Process provisional credentials.

2. TERMS:

Definitions for terms are located online at <http://www.azdhs.gov/bhs/definitions/index.php>. The following terms are referenced in this section:

Material Change

3. PROCEDURES:

- a. T/RBHA responsibilities
During the material transition process, the T/RBHA is responsible for:
 - i. Communicating with providers regarding contract requirements and program changes,
 - ii. Ensuring the provision of medically necessary covered services should the network become temporarily insufficient within the contracted service area,
 - iii. Monitoring the adequacy, accessibility and availability of the provider network to meet the needs of the members, including the provision of care to members with limited proficiency in English, and
 - iv. Expedited and temporary credentialing process.
- b. Notification of Changes to the Network-Request for Approval
For all T/RBHA Initiated Changes:
 - i. Notify and obtain written approval from ADHS/DBHS before making any material change in the size, scope or configuration of the Contractor's provider network that differs from the most recent network inventory.
 - ii. Submit the request for approval of a material change in the provider network, including draft letter to notify affected members, sixty (60) days prior to the expected implementation of the change.
 - iii. To request a material change, a [Policy Form 402.1, Notification of Material Change](#) is required. The completed form must be submitted electronically to the Office of

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- Network Management at the email address indicated on the form and to BHSCompliance@azdhs.gov
- iv The T/RBHA will notify ADHS/DBHS in writing within one (1) day of knowledge of any unexpected network material change, see notification form for specific requirements.
 - v The T/RBHA Member Notification Letter is required to be sent out to all members affected by the change at least 30 days prior to any material change. This letter must be submitted to and approved by ADHS/DBHS Policy Office before it is printed, posted or disseminated to members.
 - vi ADHS/DBHS may require the T/RBHA to submit a Transition Grid which is used to provide a plan for transitioning members affected by the change, deficiency or condition of their current provider and to assure the restoration of the network to full capacity. If required, ADHS/DBHS will provide the Transition Grid and specific monthly reporting requirements. The Transition Grid will be submitted for a period to be determined by ADHS/DBHS.
- c. Material Network Change-ADHS/DBHS Notification
For all T/RBHA Subcontracted Provider Changes:
- i Notify ADHS/DBHS of any material change in the size, scope or configuration of the Contractor's provider network that differs from the most recent network inventory.
 - ii Submit the notification of a material change in the provider network, including draft letter to notify affected members, sixty (60) days prior to the expected implementation of the change.
 - iii A [Policy Form 402.1, Notification of Material Change](#) is required. The completed form must be submitted electronically to the Office of Network Management at the email address indicated on the form and to BHSCompliance@azdhs.gov.
 - iv The T/RBHA will notify ADHS/DBHS in writing within one (1) day of knowledge of any unexpected network material change, see form for specific requirements.
 - v The T/RBHA Member Notification Letter is required to be sent out to all members affected by the change at least 30 days prior to any material change. This letter must be submitted to and approved by ADHS/DBHS Policy Office before it is printed, posted or disseminated to members.
 - vi ADHS/DBHS may require the T/RBHA to submit a Transition Grid used to provide a plan for transitioning members affected by the change, deficiency or condition to their current provider and to assure the restoration of the network to full capacity. If required, ADHS/DBHS will provide the Transition Grid and specific monthly reporting requirements. The Transition Grid will be submitted for a period to be determined by ADHS/DBHS.
 - vii The T/RBHA is responsible for the content of any Member Notification Letter sent to members by their subcontracted provider's, and cannot delegate the T/RBHA responsibility to notify T/RBHA members of any material network change described in this policy to subcontracted providers.
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4. References

[42 CFR 432.10\(c\)](#)

[42 CFR 438.102\(a\) \(1\) \(i-iii\)](#)

[42 CFR 438.206](#)

[42 CFR 438.214\(a & c\)](#)

[ADHS/AHCCCS Contract](#)

[ADHS/RBHA Contracts](#)

[Tribal IGAs](#)

[ADHS/DBHS Behavioral Health Covered Services Guide](#)

[Substance Abuse Prevention & Treatment \(SAPT\) Block Grant](#)

[AHCCCS Provider Affiliation Transmission \(PAT\) File](#)