

**SANTA CRUZ COUNTY  
Behavioral Health Services**

**POLICIES AND PROCEDURE MANUAL**

**Subject: DMC-ODS Provider Network Selection and Retention Process**

**Policy Number: 2668**

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**Responsible for Updating:  
Chief of SUDS**

**Approval:**   
Behavioral Health Director

10-16-17  
Date

**POLICY:**

The Drug Medi-Cal-Organized Delivery System (DMC-ODS) is a program for the organized delivery of health care services for beneficiaries with medically qualified Substance Use Disorder problems. The DMC-ODS Provider Network consists of DMC certified County SUDS staff and contracted DMC certified community-based organizations and providers. All DMC-ODS SUD treatment services for Medi-Cal beneficiaries who meet medical necessity criteria are provided by the DMC-ODS network based on the provider's ASAM level-of care DMC Certification, County contract, as well as state and Federal laws and regulations. All DMC-ODS providers shall comply with the requirements outlined in this policy.

**PURPOSES:**

To identify procedures for establishing and maintaining the DMC-ODS Provider Network selection, credential verification and retention for County SUDS and all DMC-ODS contracted providers.

**DEFINITIONS:**

**1. Managed Care Services**

DMC-ODS Medi-Cal provider must adhere to Federal Managed Care regulations, 42 CFR part 438.

**2. Provider Selection**

The process of provider recruitment, qualification verification and contracting based on provider specifications.

**3. Subcontractors**

All SUD treatment providers contracted with the County to deliver DMC-ODS services shall be referred to as Subcontractors.

**4. Provider Credentialing and Recredentialing**

All direct service provider rendering DMC-ODS services must submit evidence of qualifications for rendering such services based on DMC certification status, and good standing professional licensure, registration or credentialing under California State scope of practice statutes. (See policy **3416: SUD Treatment Credential Verification Process**)

**5. Nondiscrimination of Providers**

Consistent with 42 CFR 438.12, County SUDS will not discriminate against particular providers, regardless of public, private, for-profit or non-profit status, and without regard to whether a provider serves high-risk populations or specializes in conditions that require costly treatment.

**6. Excluded Provider**

Any individual, or entity who does not meet the DMC-ODS Provider Specifications, is not DMC certified by the State, does not have a Medical Director, or who has been convicted of a program-related crime that exclude them from participation in Federal health care programs under either section 1128 or section 1128A of the Social Security Act.

**PROCEDURES:**

**1. Provider Selection Process**

**a. Recruitment**

i. County SUDS will initiate formal recruitment practices to potential SUD treatment providers that outline the County's requirements for receiving a contract with the County for DMC-ODS services.

1. County SUDS Chief will determine the number of providers needed for the network based on the following principles. The network will provide:

- a. Sufficient numbers of providers to meet or exceed the current demand for service;
- b. Sufficient types of providers to meet the range of services required in all necessary languages and to all DMC-ODS eligible populations; and
- c. Geographic accessibility throughout Santa Cruz county so that beneficiaries will not have to travel more than 30 miles or 60 minutes to obtain outpatient SUD treatment services, including Opioid Treatment Programs.

- ii. Subcontractors will initiate formal recruitment practices to direct service providers that, at a minimum, outline the employment qualifications for rendering DMC-ODS services.

**b. Application Review and Provider Selection**

- i. County SUDS will review provider's submission of contract interest based on meeting minimum DMC-ODS requirements.
  - 1. County will make a determination about whether to proceed with an interested provider, and give the provider written notice of the County's decision.
    - a. If a provider is selected to contract for DMC-ODS services, the subcontractor will submit proof of staff qualifications to render DMC-ODS services.
    - b. If a provider is not selected to contract for DMC-ODS services, the County will provide written decision including the basis for denial and information on the County's decision appeal process.
    - c. The County will review subsequent submissions by the same provider when areas of denial have been adequately addressed.
  - 2. The County shall not discriminate against any provider as indicated in 42 CFR 438.12.
  - 3. DMC certified providers that do not receive a county contract cannot receive a direct contract with the State in counties which opt into the DMC-ODS.
  - 4. The County must exclude direct providers (County staff or subcontractor) who do not meet the DMC-ODS Provider Specifications or who have been convicted of a program-related crime, as indicated under sections 1128 and 1128A in the Social Security Act; and shall comply with any other state and Federal exclusion regulations. (See policy **3416: SUD Treatment Credential Verification Process**)
  - 5. The County will comply with any additional requirements established by DHCS.
- ii. Subcontractors will review applicant's qualifications based on DMC-ODS requirements, credentialing standards and internal HR hiring practices.
  - 1. Subcontractors will obtain copy of active license, registration or certification for newly hired staff who qualify to render DMC-ODS services and file the copy in subcontractor's personnel records.
    - a. DMC-ODS direct services provider specifications, at a minimum, are:
      - i. Professional staff must be licensed, registered, certified, or recognized under California State scope of practice statutes.

- ii. Professional staff credentials must be in good standing with the appropriate oversight board, such as current and valid; no license suspensions, revocations or limitations on practicing; and no board disciplinary actions.
  - iii. Professional staff must provide services within their individual scope of practice and receive supervision required under their scope of practice laws, including physically, mentally and emotionally able to conduct business in a reasonable manner.
  - iv. Licensed Practitioners of the Healing Arts include: Physicians, Nurse Practitioners, Physician Assistants, Registered Nurses, Registered Pharmacists, Licensed Clinical Psychologists, Licensed Clinical Social Workers, Licensed Professional Clinical Counselors, Licensed Marriage and Family Therapists and licensed-eligible practitioners working under the supervision of licensed clinicians.
  - v. Registered and Certified SUD Counselors must adhere to all requirements in the CA code of Regulations, Title 9, Division 4, Chapter 8.
  - vi. Professional and non-professional staff are required to have appropriate experience and any necessary training at the time of hiring.
2. Subcontractor will submit copy of above qualifications to QI Administrative Aide for quality assurance oversight when hiring a new direct service employee.

**c. Provider Credentialing and Recredentialing**

- i. County SUDS is responsible for ensuring all hired clinical staff meet the credentialing and recredentialing requirements identified in policy 3416 SUD Treatment Credential Verification.
- ii. Subcontractors are responsible for continuous monitoring and verification of the credentials of licensed, registered or certified staff who provide DMC-ODS services to ensure ongoing compliance with Drug Medi-Cal funded services (See policy **3416: SUD Treatment Credential Verification**)

**d. Provider Retention**

- i. County SUDS Chief and Subcontractors shall maintain and monitor the DMC-ODS Provider Network retention on an ongoing basis, through regular network meetings and communication, to ensure sufficient network service delivery and adequate access to all services covered under the State agreement.
  - 1. Each subcontractor is responsible for meeting their agency responsibilities to ensure ongoing county contract and/or DMC certification approval.

2. County will also monitor each subcontractor's adherence to county contract and DMC-ODS standards as well as state and federal laws and regulations.
  3. To ensure a stable retention of providers, subcontractors shall proactively inform County SUDS Chief or QI staff when there is a provider issue or when additional staff training or supports are indicated.
- ii. County SUDS Chief will inform DMC-ODS Provider Network when there are Network size changes, including expansion or contraction of available services and providers.
    1. Examples include a new provider entity joins the Network, a current provider has expanded available services or a provider no longer has an active DMC certification.

**e. Provider Network DMC Certification and Recertification**

- i. Each subcontractor shall comply with county contract specifications regarding internal oversight of subcontractor's staffing qualifications to render DMC-ODS services.
  - ii. DMC-ODS providers complete their DMC Certification directly with the State. The County will comply with any and all DMC-ODS Recredentialing requirements established by the State.
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**PRIOR VERSIONS: None**

**REFERENCES:** 1128 and 1128(a) of Social Security Act; 42 CFR Section 438.206; 438.207, 438.214; 438.12; 431.107 and 455.104; California Code of Regulations, Title 22, Division 3, Chapter 3, Sections 51000 et seq; Policy 3416: SUD Treatment Credential Verification Process and County contract language.