



## ***Network Management Committee CHARGE***

### **PARTNERSHIP VISION**

Recognition as a model of excellence for a system of care that is confirmed by our customers' successes

### **PARTNERSHIP MISSION**

To assure the delivery of quality services to consumers so as to achieve their desired outcomes

### **VALUES**

- Shared Vision/Mission
- Consumer involvement in all areas of the affiliation.
- Diversity
- Leadership across the community and the state.
- Continuous learning and improvement
- Meaningful outcomes

### **WORKGROUP PURPOSE**

- Directing the activities of the WCHO Provider Relations Unit
- Establishing regional standards/processes related to contracting and provider management
- Oversight of regional procurement efforts
- Oversight of regional provider network monitoring
- Monitoring the capacity of the regional provider network
- Ensuring compliance with applicable laws, rules, and standards

- Performance Improvement activities related to the provider network or the functions of this committee

## **STRATEGIC PLAN ALIGNMENT**

Identify how the purpose of the committee is aligned with the regional strategic plan.

Outcome Area: Operational Efficiencies and Effectiveness – To maximize resources through the effective and efficient stewardship of public funds.

- Implementation of a regional network management process

## **INDICATORS/MEASUREMENTS**

List the indicators/measurements related to the purpose of this committee that when monitored will be considered a success if the following critical success factors are achieved. The indicators should be directly aligned with the outcomes of the strategic plan.

### **Network Management Committee – Performance Indicators**

1. No more than 5% of consumers per county will receive a service through an out-of-network provider of that type of service.

(Will be reviewed annually; information can be pulled from Encompass using our contract numbering system and existing report of consumers served per provider. Will need another report to capture the overall number of consumers receiving each service. Will be broken down by county)

2. PRU will complete a Board recommendation within 60 days of receipt of a signed application for the following:
  - 2a. Credentialing/recredentialing application submitted by LIPs; or
  - 2b. Credentialing application submitted by an agency applying to a network panel

(Will be reviewed quarterly, broken down by county/counties being applied to. PRU tracks by date-stamping the application when it is received and entering that date onto a PI spreadsheet. The date of the Board action is entered when it is completed.)

3. At least 85% of respondents will rate question #2 on the site visit feedback form as “agree” or “strongly agree”. Question #2 reads: The content of the review tool is consistent with contractual, accreditation, licensing or other known requirements and good practice.

(Will be reviewed quarterly; will include all site visits conducted in the region that quarter. May be broken down by county, if possible. PRU collects the completed surveys submitted via fax or zoomerang and aggregates the data – tracked on the PI spreadsheet.)

4. At least 85% of respondents will rate question #2 on the provider meeting feedback form as “agree” or “strongly agree”. Question #2 reads: “Information presented was useful to me.”

(Will be reviewed quarterly; will include regional mental health provider meeting and substance abuse treatment provider meeting. PRU collects the completed surveys at the end of each meeting and aggregates the data – tracked on the PI spreadsheet.)

### **CHANGE PROCESS**

Should the scope of the original purpose of the Committee need to be re-examined, the committee chair will bring the recommended change to the PI committee for input and approval to amend the purpose of the committee charge.

### **COMMUNICATION PLAN**

This section is where the process for communicating the various aspects of the Committee’s purpose is documented and included as part of the Committee’s Action Plan.

The Committee chair will periodically provide updates to the PI Committee on the progress the Committee is making on addressing the purpose stated in the charge.

- Quarterly

The Committee members from each county will relay the information/work of the Committee to their county to obtain input, suggestions, recommendations etc... The Committee members will then bring that information back to the Committee to be included in the products the Committee is working on.

### **CONSUMER ROLE and or PLAN FOR CONSUMER INVOLVEMENT:**

Consumers/guardians are interviewed as part of the site visit process. The Committee is also working with the regional Member Services Committee to incorporate consumer priorities into site visit questions. Input may also be obtained as part of the Committee’s procurement efforts, for example in the scoring of an RFP application. Consumer representatives sit on the Regional Subcommittee of the Board, which approves regional policies and approves credentialed providers to the network panel, and the regional Performance Improvement Committee, which reviews data related to PI indicators. Input may also be obtained through specific requests made to the Regional Consumer Advisory Council as needed.

### **RELATIONSHIP to PERFORMANCE IMPROVEMENT:**

Committees are charged through various means. **One** is through the Affiliation Executive Committee where a committee is charged to address the

regionalization of certain functions with the affiliation. **Two** is through the committee itself. A Committee may determine that in addition to the charge of the AEC, there are other areas that need to be addressed within the scope of the committee's purpose. **Three**, a committee may be charged to address a specific recommendation/issue/innovation or improvement opportunity that is brought forward to the PI Committee to be resolved.

Through any of the above mentioned methods that a committee is charged, the committee will report to the PI Committee its status on the implementation of the charge which may include items in an Action Plan and or the reporting of data from indicators being tracked/monitored by the committee.

The PI Committee in turn will report the work of the PI Team to the Affiliation Executive Committee during its periodic reports.

#### **REPORTING RELATIONSHIP:**

This committee has one subcommittee reporting to it. The subcommittee is the Regional Credentialing Committee, which is comprised of two practitioners from each CMHPSM affiliate and Washtenaw County Community Support and Treatment Services.

#### **RESOURCES:**

Balanced Budget Act, federal procurement laws, HIPAA, 42 CFR Part 2, JCAHO standards for the accreditation of behavioral health, MDCH Administrative Rules, MDCH contracts, Michigan Medicaid Provider Manual, MMRMA Risk Transfer Manual, PIHP/CMHSP Encounter Reporting HCPCS and Revenue Codes table.

#### **ROLE of the CHAIR:**

The role of the Chair is to coordinate the meetings, which includes but is not limited to:

- Provide members the necessary materials needed for participating in meetings.
- Facilitate meetings
- Use regionally agreed upon process to assist in the facilitation i.e. problem solving methods, conflict resolution
- Field information between Committee, each county, and the PI Committee
- Accountable to ensure that each local county has the necessary information to implement regionally agreed upon activities.

#### **ROLE of the MEMBERS:**

The members of the committee are accountable for coming prepared to meetings to allow for active participation.

Provide input regarding the role represented whether it being a local county role, a committee role, a function related role or dual role. Relay information to and from counties and committees to ensure full alignment with the purpose of the PI Team.

**MEMBERSHIP:**

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