**Managed Care Reporting**

**Information to be completed by the Health Plan**

MCE ID:

MCE Name:

MCE Contact:

Contact Email:

Report Period Start Date:

Report Period End Date:

Submission Date of Report:

**Report Information**

Report Number: 349

Report Name: Unmet Service Needs Resolution Plan

Revision Date: November 1, 2022

Report Frequency: Annual

File Type: Word Document

Report Due Date: April 30th

Subject Matter: Informatics Behavioral Health

*(This plan can be submitted in any format. However, this document must be completed and submitted with the required plan)*

Free Form

Template

**Definitions and Instructions:**

The MCO shall conduct an annual needs assessment as part of its annual Network Development and Management Plan to identify unmet service needs in the specialized behavioral health service delivery system. The Unmet Service Needs Resolution Plan addressing issues identified in the needs assessment shall be submitted within 90 calendar days of the Network Development and Management Plan, which is due January 30.

At a minimum, the Unmet Service Needs Resolution Plan shall include:

* the development of a systematic approach for collecting information from behavioral health providers regarding barriers or gaps in the network,
* the development of a systematic approach for collecting information from behavioral health members regarding barriers or gaps in the network,
* any access problems it has detected to specialized behavioral health services,
* efforts it has employed to recruit, train and subcontract with additional providers, including independent practitioners as appropriate, and
* action plans it has delineated to address access issues or unmet needs of its members.

**Contract Reference: Network Development and Management Plan**

**MCO Manual Reference: Network Development and Management Plan**