

POLICY AND PROCEDURE

DEPARTMENT: Network Management - Contracting	DOCUMENT NAME: Provider Termination Policy
PAGE: 1 of 5	REPLACES DOCUMENT:
APPROVED DATE: 9/11	RETIRED:
EFFECTIVE DATE: 1/12, 2/15, 12/15	REVIEWED/REVISED: 5/13, 11/14, 7/15; 9/16; 11/16; 05/17, 05/18, 04/19, 5/19; 021/20
PRODUCT TYPE: All	REFERENCE NUMBER: LA.CONT.23

SCOPE:

Louisiana Healthcare Connections Network Management, Provider Relations, Provider Services, Credentialing, Member Services and Contract Implementation Departments.

PURPOSE:

Ensure all provider terminations are implemented accurately and timely so that contractual obligations are not compromised.

POLICY:

All provider terminations will be handled in such a manner that contractual obligations, inter-departmental communication, and provider notification are performed in a consistent and timely manner. This policy covers both internal requests as well as provider requests for termination.

PROCEDURE:

A) Provider Initiated Termination Requests

1. Notification of Provider Termination must be received in writing from the Provider. Written Provider Notification of Termination should be routed to the Contracting team in the Network Management Department.
2. The Network Management Department will verify that the contract language permits the termination request. This verification must be completed within one (1) business day of receipt by the Network Management Department
 - o If the termination request is not compliant with the contract terms, a letter is sent to the provider (within two (2) business days) declaring their contractual obligations to comply with the termination provision in their agreement. The termination is rescinded, therefore, no other steps are required.
 - o If the termination request is compliant with the contract terms, the contract negotiator assigned to the provider, contacts the provider to review the termination request and if appropriate, attempts to resolve issues prompting the termination. This action

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occurs within 3 calendar days of written receipt of termination notification.

3. Contract negotiator will coordinate an attempt to prevent termination and salvage the relationship in accordance with this policy.
4. If the Provider rescinds the Notification of Termination request, they must submit a written Rescind Letter to the health plan.
5. If termination is inevitable, the contract negotiator forwards all pertinent information to the appropriate Contract Coordinator, **Provider Consultant or Provider Database Analyst** so that they can document the information in the appropriate reporting system(s) within two (2) business days (following the Provider Documentation Retention and Naming Convention workflow) and forward such notice to:
 - (a) Provider Data Management for Systems update.
 - (b) Enrollment Department & Member Services for member moves.
 - (c) Medical Management for any transition/ continuity of care needs.

B) MCO Initiated Provider Terminations

1. If the termination is initiated by the MCO for cause, Louisiana's Department of Health and Hospitals (LDH) will be notified of the Provider termination as soon as possible, but no later than seven (7) business days, and the MCO shall provide immediate notice to the provider within one (1) business day of the decision being made. The notice shall be sent by electronic means and followed by a certified letter mailed within one (1) business day. The MCO shall notify LDH by email prior to provider notification. The MCO shall give hospitals and provider groups' ninety (90) calendar days' notice prior to a contract termination without cause.
2. The MCO shall provide written notification to LDH of its intent to terminate any provider **sub**contract that may materially impact the MCO's provider network and/or operations, as soon as possible, but no later than seven (7) calendar days prior to the effective date of termination. In the event of termination of a provider **sub**contract for cause, the MCO shall provide immediate written notice to the provider.

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3. The MCO shall notify LDH within one (1) business day of becoming aware of an unexpected change that impairs provider network. This notification will include: information about how the change will affect the delivery of covered services and the MCO's plan for maintaining quality care to members if the change is likely to affect the delivery of covered services; MCO's plans to notify members of such change and strategy to ensure timely access for MCO members through different in-network and/or out-of-network providers. If termination is related to the MCO's operations, the notification shall include the MCO's plan for how it will ensure there will be no stoppage or interruption of services to members.
4. The MCO shall give written notice of termination of a **provider subcontract** ~~provider~~ within fifteen (15) business days after receipt of issuance of the termination notice, to each member who received his or her care from or was seen on a regular basis by the terminated provider as specified in 42 CFR §438.10(f)(1) within the past two (2) years.
5. When a provider's contract is discontinued, the MCO will allow members to continue to access the provider, as follows:
 - a. Continuation of treatment through the current period of active treatment, or for up to 90 calendar days, whichever is less, for members undergoing active treatment for a chronic or acute medical condition.
 - b. Continuation of care through the postpartum period for members in their second or third trimester of pregnancy.

REFERENCES: LA.MBRS.27 Member Advisory of Provider Termination
LA.UM.16. Continuity & Coordination of Services
42 CFR §438.10

ATTACHMENTS:

REVISION LOG

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REVISION:	DATE
<ul style="list-style-type: none"> Changes-Modified policy name from PRVR class to CONT class since this function lined up more with contracting changed where PR personnel specified to contracting personnel, and added notice provisions consistent with RFP for provider and DHH. RFP requirements - 7.6.3.3; 7.8.1.15; 7.13.7; 7.13.8; 	11/14
RFP requirements – 7.11, 7.13.11.1.1.25	7/15
Changes – Clarified departments and job titles to provide comprehensive and distinctive outline for transparency. Changed DHH to LDH	9/16
RFP requirements – 7.6.3.4 & 42 CFR §438.10	11/16
Removed enrollment broker notification language	05/17
Updated reporting systems language, clarified Contracting as the sub-department of Network Development, revised language for set time frames (i.e. 24/48 hours to business days); separated steps for Provider Initiated Term versus MCO Initiated Terms.	05/18
Grammatical and formatting edits	04/19
Requirements 7.6.3.5 & 7.6.3.6	05/19
<u>Grammatical edits</u>	<u>01/20</u>

POLICY AND PROCEDURE APPROVAL

The electronic approval retained in RSA Archer, Centene's P&P management software, is considered equivalent to a physical signature.

Director of Contract & Network: ____Approval on file_____

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VP Network Development:_____Approval on file_____