

Provider Network Operations

A Departmental Overview

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Provider Network Operations

PBH is committed to building and maintaining a strong network of providers that is based on:

- Partnership
- Collaboration
- Technical Support

* Our network is a closed network

Provider Partnership

- Provider Network Council
- Provider Council Annual Retreat
- Provider Meetings
 - Disability Specific Forums
- Provider Participation on PBH Committees:
 - Global CQI
 - Clinical Advisory
 - Cultural Competency

Network Composition

Entity Type	Count of Providers for FY 2010			
	1st qtr	2nd qtr	difference	% of Growth
Agency	120	122	2	2%
Comprehensive Community Provider	3	3	0	0%
Licensed Independent Practitioner Group	36	42	6	17%
Hospital Inpatient	8	8	0	0%
Hospital Outpatient	3	3	0	0%
Licensed Independent Practitioner	88	92	4	5%
Local Management Entity	1	1	0	0%
PBH	2	2	0	0%
Other	2	2	0	0%
ADATC State Institution	3	3	0	0%
ICFMR State Institution	3	3	0	0%
Neuro Behavioral Center State Institution	1	1	0	0%
Psychiatric State Institution (State Hospitals)	4	4	0	0%
Total Providers	274	286	12	4%
Total Number of Contracted Providers	263	275	12	5%

Network Core Functions

- Application & Enrollment of potential Providers
- Implementation of Services Qualification and Corporate Endorsements on behalf of Network of providers
- Manage Provider communication bulletins & other modes of communication including State communications, PBH Policies and Trainings offered
- Network Development (marketing & recruitment)

Network Development

- Provide ongoing support for newly implemented service models
- Lead planning & implementation of new services
- Procurement: marketing initiatives, formulating & managing Request for Proposals

Provider Relations

Personal Banker Model

- ✓ Assist Providers with navigating the PBH system
- ✓ Assist and link Providers to internal departments to resolve Provider related issues
- ✓ Assist Providers to meet expectations of their performance contract including reporting requirements (Evergreen)
- ✓ 1 Administrator, 4 managers and 2 specialists

Data Analysis and Decision Support

- Capacity Study, Geo Mapping and data analysis
- Provider satisfaction surveys
- Implementation, monitoring, and management of National Provider Identifier in CI
- Verification of Credentials for LIPs
- Update and Maintain the Provider Manual

1 Administrator, 1 Data analyst, 1 support specialist

Capacity Study

Study Utilizes Calendar Year data to determine PBH population characteristics by:

- Age
- Gender
- Race
- Prevalence of Mental Illness, Developmental Disabilities, and Substance Abuse
- Medicaid Eligibility
- Number of Uninsured

Capacity Study cont.

- Federal Center for Mental Health Services data for the prevalence of MH/DD/SA in N.C.
- PBH's population served in relation to DMH's performance standard
- Claims paid by service
- Provider Capacity by type, service and location
- Actual Service Utilization compared to Provider Capacity

Network Development Plan

- PBH Priorities have been developed through both an analysis of network utilization and capacity.
- Additionally, these priorities are consistent with the vision of our network as defined in our Local Business Plan
- Providers are then identified from within the PBH network through the RFP process to expand their current capacity to meet PBH's priorities
- PBH builds on its Provider's expertise in service provision.
- The Network Development Plan incorporated into the PBH budget and Plan of Work

2009

Provider Satisfaction Survey

PBH received an overall rating of 83%.

Number	Statement	% Strongly agree/agree
13	Network Management & Provider Relations keeps providers informed of changes that affect the Provider Network.	93%
24	PBH personnel are qualified and competent in the performance of their jobs.	90%
12	Monthly Provider Network meetings are informative and helpful.	89%
19	Authorizations for treatment and services are made within the required timeframes.	88%
26	PBH encourages and facilitates good consumer care.	88%

Provider Satisfaction Survey

Comparison of Overall Satisfaction with PBH for FY 05/06, FY 06/07, FY 07/08, and FY 08/09

(Percent of respondents who answer extremely satisfied or satisfied)

Overall Satisfaction	FY 05/06	FY 06/07	FY 07/08	FY 08/09
Please rate your overall satisfaction in regard to your interactions with PBH	43.4%	56.3%	77%	83%

Spring Policy Forum

“Provider Network Operations in a Waiver Environment”

- Key elements of operating in a waiver environment.
- How to balance, stabilize, and maintain the marketplace for providers
- How to operate within a closed network to meet the needs of Consumers and the LME.
- How to communication with providers, provider relations managers, claims managers, Quality Management and Utilization Management

Contact Information

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