

Big Bend Community Based Care Policy & Procedure

Series: 1200: Training and Supervision

Policy Name: Network Training

Policy Number: 1207

Origination Date: 2/1/2009

Revised: Board Meeting of 12/13/2018

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to provide network orientation and training to all individuals who provide services to network clients.

Procedure

- A.** Prior to serving BBCBC network clients all direct service providers must complete the BBCBC Network Orientation course posted on the BBCBC website which includes the following:
1. The network's mission, philosophy, goals, and services;
 2. Network operations and functioning;
 3. Network policies and procedure's including access procedures'
 4. Network billing practices;
 5. Utilization management criteria;
 6. The network's conflict of interest policies and ethical expectations; and
 7. The provider's role in the network's PQI process.
- B.** The network provides an ongoing training program that includes:
1. Refresher training on network policies, practices, and procedures;
 2. Evidence-based practices, as appropriate to the array of network services; and
 3. Other issues of importance to the network.