

# Big Bend Community Based Care Policy & Procedure

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<b>Series:</b>	300: Medical and Behavioral Health Care	
<b>Policy Name:</b>	Behavioral Health Network (BNet)	
<b>Policy Number:</b>	312	
<b>Origination Date:</b>	12/01/2016	<b>Revised:</b> Board Meeting of 12/13/2018
<b>Regulation:</b>	409.8135, F.S.	

## Referenced Documents:

300-312 x 1, Behavioral Health Network Administrative Protocol  
300-312 x 2, Behavioral Health Network Participant Forms

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## Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), that the Managing Entity (ME) shall ensure that each BNet Network Service Provider agency, maintained under the BBCBC contract in its service area, provides timely and effective BNet services to eligible children requiring those services.

## Procedure

- A. Designate a BNet Coordinator on staff to coordinate with Network Service Providers' behavioral health liaisons within the region.
- B. Ensure Network Services Providers comply with the eligibility criteria of BNet enrollment found in Template 1, Part 1.
- C. Ensure Network Services Providers comply with the set of protocols outlined for BNet enrollment Appendix 1.
- D. Comply with the "Guidance 12" document – Behavioral Health Network (BNet) Guidelines and Requirements located on the Department's website: <http://www.myflfamilies.com/service-programs/substance-abuse/managing-entities/2016-contract-docs> by periodically monitoring the website for updates.
  1. **Designation of BNet Coordinator.** BBCBC will designate a BNet Coordinator to oversee BNet compliance and enrollment completed by Children's Medical Services. The Coordinator will be responsible for ensuring a child is still eligible and enrolled prior to the approval of invoices.
  2. **Form Review.** BBCBC shall develop and implement procedures to ensure forms and tracking information are properly completed prior to any final submissions. The Coordinator provides a list of approved consumers to BBCBC twice monthly (initial list and final listing of consumers). BBCBC maintains the responsibility for monitoring BNet services at provider agencies.
  3. **Payment Review.** The BNet Coordinator will be responsible for ensuring a child is still eligible and enrolled prior to the approval of invoices. The clients must be enrolled in KidCare and meet eligibility criteria for BNet services.
    - a. The Initial Consolidated List will be sent to BBCBC by DCF BNet Coordinator at DCF SAMH office on or close to the 20th of the month prior to the month of services. BBCBC receives the Final Consolidated List on or close to the 10th of the month during the month of service. The lists include clients who are still eligible and any who have been terminated.

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- b. On the 10th of each month following the month of service, the ME Contracts Department will validate enrollment numbers and clients for the BNet invoices by comparing the provider BNet list of names billed for services with the final monthly BNet enrollment list sent by DCF. Included with the invoices are the incidental/wraparound services and prescription reports.
  - c. The enrollment status of “Y” next to the client name on the Final Consolidated List indicates the client is eligible for billing. If there is any other status by the name, no payment will be received by the provider. Once it is determined the client is eligible for billing, the ME pays a total of One Thousand Dollars (\$1,000.00) for those clients.
- 4. Compliance Reviews.** To ensure providers are in compliance with the set protocols listed below, BBCBC shall complete intermittent reviews of information submitted as well as process reviews. Furthermore, monitoring the BNet compliance is completed annually at a date set by BBCBC. The ME shall conduct monitoring and include but is not limited to the following:
- a. Administrative Monitoring of Personnel Records and Policies and Procedures;
  - b. Clinical Services Review, including client file reviews for both open and cases closed during the current FY;
  - c. Staff and Client Interviews;
  - d. Service Validation Records; and
  - e. Incident Reports if applicable.

The ME will utilize the results from the monitoring to assist with efforts of improving the quality of services provided by BNet.

- 5. Technical Assistance.** BBCBC will provide technical assistance to providers for questions relating to eligibility, enrollment, disenrollment and other areas as they relate to BNet. Technical assistance and training will be offered on an as-needed basis, as requested or as trends are being identified. Appropriate ME staff will be available on a daily basis, to provide technical assistance and training on all issues, questions and concerns, as needed, with combined goals of increasing provider performance, improving quality of client care and enhancing client outcomes.