

Big Bend Community Based Care Policy & Procedure

Series: 700: Provider Network & Licensing
Policy Name: Denial & Appeal of Potential Contract Providers
Policy Number: 714
Origination Date: 03/09/2009 **Revised:** Board Meeting of 12/13/2018
Regulation: 393.067, F.S.

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to enter into formal contracts with agencies and individuals based on the types of services offered, the service philosophy, documentation of success, and relations with the community stakeholders

Procedure

A. Informal Resolution.

1. Prior to formal appeal procedure, the Contracting Agency will discuss any disputed contractual issue with the Contract Administrator.
2. A Contracting Agency may seek assistance and advice from the BBCBC contract management staff in preparing an appeal.
3. Providers may be accompanied by any other person from within the Contracting Agency.

B. Time Restrictions for Appeals.

1. An appeal will be lodged, in writing, to the Contract Administrator, no later than:
 - a. Five (5) working days after notification of no consideration to contract;
 - b. Ten (10) working days after notification of contract termination.

C. Grounds for Appeal.

1. An appeal against denial or termination of a contract will be considered if:
 - a. The Contracting Agency is able to clearly demonstrate appropriate qualifications;
 - b. The Contracting Agency can clearly demonstrate an error in the contract consideration review process;
 - c. There is no appeal process if grounds for not contracting with a Contracting Agency are based on budget constraints.

D. Formal Appeal Proceedings.

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1. An appeal will be made in writing in which grounds for the appeal will be clearly stated.
2. The appeal will be lodged with the Contract Administrator, within the prescribed time period stated above.
3. On receipt of a formal appeal, the Contract Administrator will consider and make a decision on the appeal within ten (10) working days of formal appeal receipt.
4. In making a decision, the Contract Administrator will consult with the COO and take into account all relevant material.
5. The Contract Administrator will notify the Contracting Agency of the outcome of the appeal and the decision of the Contract Administrator will be final.

E. Grievance Resolution.

1. If a Contracting Agency believes they have been unfairly or improperly treated in the appeals process, they have the right to grieve with the COO.