

# Community First Choice Option (CFCO)

## Managed Care Key Ingredients: Contracting and Credentialing

*Technical Assistance*

*Part 2 of 4*



NEW YORK  
**ALLIANCE FOR  
INCLUSION & INNOVATION**

The Managed Care Community of Practice is a project of the New York Alliance for Inclusion & Innovation in partnership with the following organizations



# Transitioning to Managed Care: AGENDA

## Part 1:

- I. Team Approach
- II. What is Managed Care?

## Part 2:

- I. Managed Care Key Ingredients
  - I. Contracting
  - II. Credentialing

## Part 3:

- I. Managed Care Key Ingredients
  - I. Finance & Billing
  - II. Claims Testing
  - III. Utilization Management

## Part 4:

- I. Preparing for Day 1



# Managed Care Key Ingredients



# Contracting

# Contracting Tips

- Know which Managed Care Organizations are licensed to operate in your region.
- Proactively reach out to each MMCP
  - MC-COP is in the process of developing a Matrix to find contracting contacts for each MMCP
- Option to consider single case agreements
- Be responsive
- To be considered in-network, providers must contract and credential with MMCP



# Provider Protections

- State Mandated Medicaid Managed Care Rates
- Medicaid Managed Care Plans must contract with all OPWDD CFCO providers
- Be aware of "All Products" clause
- Timely filing: Minimum of 90 days
- Credentialing

# P.E.N. Guide

- Prepare
- Evaluate
- Negotiate

## Contracting Strategy Summary

### STRATEGY

A plan of action for accomplishing an objective

*Before you sign, use the PEN!*



Prepare



Evaluate



Negotiate

# Major Components of the P.E.N. Guide

- **Preparation**

- Assess Your Leverage
- Competing on Value
- Collaborations with Other Providers

- **Evaluation**

- Establish a timeframe for review
- Assemble your team
- Assemble documents
- Assess MCO's operational performance
- Assess MCO's financial condition
- Review the contract
- Identify and prioritize issues



# Major Components of the P.E.N. Guide (Continued)

## • Negotiation

- Decide Logistical Issues Upfront
- Take a Collaborative Approach to Negotiations
- Avoid Common Negotiating Pitfalls
- Know When to Walk Away
- Remember: *E.L.V.I.S.*
  - **E** ducate the MCO's representative on your concerns and issues
  - **L** earn about the MCO's position by responding with questions rather than statements
  - **V** oice options for mutual gain and generate various possibilities before making final decisions
  - **I** nsist that resulting provisions be based on objective standards
  - **S** tate the importance of maintaining an ongoing relationship

# Collaborating with MMCPs

- Interactions with MMCPs will involve many of your agency's departments
  - Can designate a single staff person as primary point person or gatekeeper with MMCPs (if there is capacity)
  - If no single designated person, keep information flowing through regular team meetings
- Contacting MMCPs
  - Provider Relations are the MMCP gatekeepers
  - Reach out to them if you don't have a more specific contact



# Credentialing

# Credentialing

- “Credentialing” is a catch-all phrase
  - Approval process conducted by each MMCP
  - Ensures your agency site and staff are all appropriately registered with MMCPs
  - Required for reimbursement
- Not the same as contracting
- Having credentialed staff doesn’t make you credentialed
- Submitting documentation doesn’t guarantee your organization is entered into all the MMCP’s systems

# Credentialing

- When credentialing, the MCO shall accept state licenses/designations, operating certifications in place of, and not in addition to, any MCO requirements
- MCOs can still collect and accept agency/program level credentialing related information

# Credentialing

- Based on state directives, MCOs may not be credentialing individual practitioners. However, they might request a roster of an organization's staff
- MCOs shall require that such providers not employ or contract with any employee, subcontractor, or agent who has been suspended by the federal or state government, or otherwise excluded from participation in the Medicare or Medicaid program

# Tips for Credentialing

- Agencies are required to ensure that the services are provided by appropriately credentialed staff based on state requirements
- Since MCOs may not be credentialing individual practitioners, agencies **must** maintain accurate and up to date credentials of individual staff (*as a reminder, credentials need to be updated*)

**Thank You for Watching!**

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