



## **CENTRA WELLNESS NETWORK PROCEDURE 03.05 OUT OF NETWORK SERVICES**

### **I. PURPOSE STATEMENT:**

Centra Wellness Network's (CWN) Governing Body establishes and evaluates policies and related procedures as required by statutory and contractual obligations.

CWN reserves the right in its sole discretion to adopt and implement policies and procedures that ensure a safe, functional and professional workplace that operates with integrity using person-centered focus and planning, trauma informed practices and respect of others, cultural sensitivity and transparency in communication and practice. Organizationally and in practice, CWN is responsive to the needs of clients, community and staff.

Any statements and procedures are subject to review and/or unilateral change, modification, suspension or cancellation in whole or in part of any published/unpublished policies or procedures without notice and without having to give cause, justification, or consideration to any employee. Recognition of these rights and prerogatives of CWN is a term and condition of and maintaining employment.

Policies and Procedures are approved by the Board and/or upon recommendation by the Executive Director or his/her designee.

### **II. APPLICATION:**

Agency wide, including employees, affiliated providers and interpreters.

### **III. DEFINITIONS:**

N/A

### **IV. POLICY STATEMENT:**

The intent of this procedure is to ensure that Medicaid enrollees receive necessary Medicaid covered services.

### **V. PROCEDURES:**

If Centra Wellness Network (CWN) providers are unable to provide medically necessary services covered under contract with Northern Michigan Regional Entity (NMRE), CWN will provide those services outside the Provider Network and meet the following requirements:

1. Maintain and monitor a network of appropriate providers that is supported by written agreements and is sufficient to provide adequate access to all services covered under the contract for all enrollees, including those with limited English proficiency or physical or mental disabilities.
2. Provide for a second opinion from a network provider or arrange for the enrollee to obtain one outside the network, at no cost to the enrollee.
3. If CWN's provider network is unable to provide necessary services, covered under the contract, to a particular enrollee, CWN must adequately and timely cover these services out of network for the enrollee, for as long as CWN's provider network is unable to provide them.
4. Require out-of-network providers to coordinate with CWN for payment and ensure the cost to the enrollee is no greater than it would be if the services were furnished within the network.
5. Demonstrate that its network providers are credentialed.

### **VI. EXHIBITS:**

N/A

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**VII. REFERENCES:**

<b>Authority and Related Directives Trace</b>	
Federal	42§ CFR 438.206, BBA 438.206(b)(4),
State	MCL 333.24513
NMRE	Administrative Manual #05-01-009
County	Inter-local Agreement of December 1992 Section IX(j),
CARF	2025 CARF Behavioral Health Standards
Other	Board By-laws, Section 7.E.