NEGOTIATING WITH PROVIDERS

I. PROVIDER APPLICATION
   • Must be completed in order to start the contract process
   • Staff list and credentials, CBC (Training list comes after it is completed)
   • Helps to get a starting point for negotiating the rate and services

II. NEGOTIATING THE CONTRACT
   • Rate, MA rate or other rate
   • Services and what education level will be providing – rates for each
   • Progress notes: how will they be done, when are they due
   • Clinical supervision, who will provide/produce the documentation?
   • Travel time
   • Mileage
   • Guaranteed hours
   • Will you pay for services that are not MA billable?
   • Who will provide the training?
   • Who pays back in the event of an audit exception?

III. PAYMENT FOR SERVICES
   • Invoice must match the progress notes
   • No payment for services without a note
   • No payment until all notes received and meet MA guidelines

IV. MONITORING
   • Providers are responsible for tracking their supervision and training
   • Must submit to CCS Manager annually or upon request
   • Case managers check notes monthly, sign off on invoice
   • Make sure they are not providing more service than authorized in the plan

V. WHAT HAVE WE LEARNED? And questions we need answered😊?
   • Need to hold providers accountable, if notes aren’t in, payment not sent
   • We can’t chase people down – make sure you get everything you need up front.
   • We have seen disconnect between the actual service providers and the contract managers-
     make sure that you are communicating with both until there is a system.
   • Don’t start services without a contract
   • Newly enrolled consumers with existing therapists- who is responsible for bringing up billing
     through CCS
   • Some providers had MA claims denied; we then worked to get a contract so they could bill
     through CCS. Other providers providing psychotherapy to CCS consumers are still submitting
     claims that are being accepted