
TITLE: Network Change Reporting

PURPOSE: To establish guidelines for Network Changes and notification process to the State of Florida, Agency for Health Care Administration ("Agency") when a significant change to the Network occurs. To establish requirements of providing notice to revised 6/9/06: the Agency and Member when PCP ceases participation. The State of Florida, Agency for Health Care Administration ("Agency") will be notified in writing of any significant change to the Network that would negatively affect the ability of a Member to access services, including access to culturally diverse Providers. Further notification in writing is sent to a Member, when a Member's PCP ceases participation.

PROCEDURE:

- A. Revised 6/9/06: FCA will provide notification to ("Agency") within seven (7) business days of any significant changes to the Network. For the Purpose of this Policy, a significant change is defined as:
 1. A decrease in the total number of PCPs by more than five percent (5%).
 2. A loss of all participating specialists in a specific specialty where another participating specialist in that specialty is not available within sixty (60) minutes.
 3. A loss of a Hospital in an area where another First Coast Advantage Hospital of equal service ability is not available within thirty (30) minutes.
 4. Any other adverse changes to the composition of the network, which impair or deny the Member's adequate access to Providers.
- B. Revised 09/01/06: First Coast Advantage shall make a good faith effort to give written notice of termination within fifteen (15) Revised 1/1/08: calendar days after receipt of a Revised 1/1/08: Provider's termination notice to each Member who received his or her primary care from, or was seen on a regular basis by, Revised 1/1/08: the terminated provider.
- C. If a Member is in a prior authorized ongoing course of treatment with any other Provider who becomes unavailable to continue to provide services Revised 6/9/06: to Member, notification in writing will be sent to Agency within ten (10) Calendar Days from the date First Coast Advantage becomes aware of such unavailability.
- D. Requirements to provide notice revised 6/9/06: to the Agency prior to the effective dates of termination shall be waived in instances where a Provider becomes physically unable to care for Members due to illness, a Provider dies, the Provider moves from the FCA Service Area and fails to notify First Coast Advantage, or when a Provider fails credentialing. Under these circumstances, notice shall be issued to Agency within ten (10) calendar day after FCA becomes aware of the circumstances.
- E. Significant changes in revised 6/9/06: the FCA network composition that negatively impact Member access to services may be grounds for Contract termination or Agency determined sanctions.
- F. Revised 6/9/06: FCA shall have procedures to address changes in the network that negatively affect the access to a culturally diverse Provider network.