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Applicability Greater
Oregon
Behavioral
Health, Inc.

GOBHI Network Applicant Policy

I. Policy Statement and Purpose

- A. GOBHI provides services to individuals on OHP as a direct provider, a subcontractor and part owner of EOCCO. As part of GOBHI's commitment to develop a behavioral health provider network capable of exceptional access and service, this policy describes the onboarding process GOBHI utilizes to ensure new behavioral health providers demonstrate the ability and expertise to render services for the individuals served.

II. Definitions

- A. **EOCCO**: Eastern Oregon Coordinated Care Organization
- B. **GOBHI**: Greater Oregon Behavioral Health Incorporated
- C. **OAR**: Oregon Administrative Rules
- D. **OHA**: Oregon Health Authority
- E. **OHP**: Oregon Health Plan
- F. **Provider Readiness**: Applicant capacity to meet medicaid standards, pass exclusion check, as well as a review of any current or historical licensing investigations and outcomes.

III. Procedure

A. Authority and Responsibility

1. The onboarding of new behavioral health providers is directed by specific administrative and operational areas of the organization to ensure that members receive high quality services. The following roles serve responsibility in this process:
 - a. Contracts and Network Specialist
 - b. Corporate Compliance Officer
 - c. GOBHI Internal Network Management Committee
 - i. Membership composition includes, but is not limited to, the following:
 - a. Contracts and Network Specialist
 - b. Corporate Compliance Officer/Compliance Representative
 - c. Chief Operations Officer
 - d. Delegation Oversight Coordinator
 - e. Data Analytics Director
 - f. Data Liaison
 - g. Quality Improvement and Operations Manager
 - h. Clinical Services Director
 - i. Clinical Services Representative
 - j. Chief Behavioral Health Officer

B. Initial Contact

1. Interested Network Applicants submit Behavioral Health Provider Network Application to the Contracts and Network Specialist.
2. The Contracts and Network Specialist provides an initial review of the Behavioral Health Provider Network Application and requests any missing or additional information needed for screening.
3. The Contracts and Network Specialist will screen applications to determine if the behavioral health provider applicant meets a current network adequacy and development need relative to the services provided, and location of services provided.
4. Provider approval to join the network is determined by the following criteria, at the discretion of GOBHI:
 - a. For outpatient behavioral health applicants, provider need is determined based upon adequacy designations as written in the GOBHI Network Adequacy and Development Policy.
 - b. Provision of Culturally and Linguistically Specific Services as defined by the Oregon Health Authority, or demonstrated capacity to meet a specific

network population need.

- c. Provision of specialty services, or services designated for recruitment in the Annual Network Adequacy and Development Report.
- d. Applicants who improve GOBHI capacity to meet OHA designated Time and Distance Standards.
- e. Provider Readiness.
- f. Indian Health Care Providers (IHCP). GOBHI follows OAR 410-141-3510(8) which requires CCOs to offer contracts to all Medicaid eligible IHCP's. GOBHI does not apply requirements that an IHCP be licensed or recognized under state or local law to furnish health care services if they meet the criteria for licensure per OAR 410-141-3510(6). Professionals who work for IHCP's are not required to be licensed in Oregon if licensed in another state per OAR 410-141-3510(7). GOBHI will proceed with contracting.

C. GOBHI Onboarding Application Details

1. GOBHI Provider Onboarding Application includes the following information for the interested provider to submit, but is not limited to:

- a. Name of organization, address, county, phone, fax number, website, director name, email.
- b. Service type
- c. Number of staff and staff qualifications (certifications, license, etc.)
- d. Copy of certificate of Approval/License from the State of Oregon, and a copy of the last site review report including any applicable plan of correction.
- e. Medicaid billing number
- f. Name of electronic health record platform used by provider
- g. Documentation samples of the following:
 - i. Intake
 - ii. Assessment
 - iii. Service Plan
 - iv. Service Note
 - v. Trainings completed, including attestation of the following:
 - a. Compliance
 - b. Fraud, Waste and Abuse
 - vi. Sample documentation of the following:
 - a. Billing
 - b. HIPAA
 - vii. Interested Provider's code of conduct policies and procedures

- viii. Staff credentials list, types of licenses/certifications held by staff
 - ix. Brief summary of interest
2. GOBHI Contracts and Network Specialist sends a copy of GOBHI New Behavioral Health Provider Onboarding Application Policy to the network applicant for review.

D. Applicant Timelines

1. GOBHI will communicate with provider applicants as appropriate including; receipt of application, requests for additional information, any changes in review status, and official approval or denial communication.
2. GOBHI will process applications in a timely manner, however GOBHI review timelines will reflect current capacity for review, unique applicant review considerations, and does not designate specific applicant review timelines.
3. Behavioral Health Provider Applicants can apply to the network no more than every 180 days, reflecting GOBHIs network adequacy designation timelines.

E. GOBHI Network Applicant Review Decisions

1. Appropriate GOBHI Network Management Team representatives will provide the Contracts and Network Specialist additional information related to the criteria listed above as needed to inform applicant approval or denial.
2. Decisions are based on current network adequacy and development needs.
3. Denials: Applicants' denials are informed by screening and review criteria, additional information gathered, and network adequacy. GOBHI reserves the right to deny applicants at its sole discretion.
 - a. The Contracts and Network Specialist will send official communication to the provider applicant stating that they have been denied for in network approval.
 - b. Discrimination Rights
 - i. GOBHI follows Oregon Revised Statute (ORS) 414.613 and OAR 410-141-3510 and does not discriminate in the participation of any health care provider based on the provider's license or certification.
 - ii. The Network Applicant may reapply no sooner than 365 days after the denial unless invited to apply sooner.
 - iii. Denied Network Applicants may request an OHA review of possible discrimination per OAR 410-141-3510 by completing the OHA Provider Discrimination Review Request Form found online at:
 - a. <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/he2120.pdf>
 - b. The OHA Provider Discrimination Review Request Form and supporting documentation may be sent to OHA Provider Enrollment Unit (PEU) by mail, fax or e-

mail. Providers may call toll-free for questions at 1-800-336-6016, option 6. Fax: 503-947-1177 or E-Mail: provider.Enrollment@odhsoha.oregon.gov
Mailing address: Provider Enrollment, 500 Summer St NE, E44, Salem OR 97301

4. **Approvals:** If the Contract and Network Specialist has deemed the Behavioral Health Provider applicant to meet criteria for entry into the network, they will compile and present a summary to the Chief Executive Officer for final determination.
 - a. The Contracts and Network Specialist will send official communication to the provider applicant stating that they are approved, the next steps.
5. The Contracts and Network Specialist will provide summaries of network applicants and outcomes to the Network Management Committee.

F. EOCCO Agency Credentialing Application Process

1. Behavioral Health Network Applicants serving the EOCCO line of business, approved to join the network must proceed to the credentialing application process through EOCCO before execution of contract.
2. EOCCO credentialing applications remain active for 180 days
3. EOCCO's credentialing process may vary depending on work flow.
4. After EOCCO Credentialing completes the credentialing process, providers are notified of approval status.
 - a. Credentialing approval of Network Applicant:
 - i. For Network Applicants receiving a satisfactory credentialing, GOBHI Contracts and Network Specialist then moves the process onto a service agreement.
 - a. Satisfactory credentialing does not obligate GOBHI to enter into a service agreement with a Network Applicant.
 - b. Credentialing denial of Network Applicants:
 - i. GOBHI follows the EOCCO Application Approval and Denial Policy which states if an initial credentialing decision is a denial, the Network Applicant is notified of the denial in a letter. The letter includes the reason for the denial. There is no right to appeal granted to non-participating providers.

5.

G. Contract/Service Agreement

1. GOBHI Contracts and Network Specialist verifies contract specifications and completes a draft Contract/Service Agreement
2. GOBHI Internal Network Management Committee is notified of pending and completed Contract/Service Agreements
3. GOBHI Contracts and Network Specialist ensures Contract/Agreement and

miscellaneous accompanying documents are fully executed.

4. GOBHI Contracts and Network Specialist upon final Contract/Service Agreement completion sends the new provider an EOCCO Provider Handbook by mail or email.

H. Claims Database

1. All approval steps for Network Applicants, including GOBHI Internal Network Management Committee approval of GOBHI Provider Interest Application, completion of the Provider Onboarding Application and Provider Readiness Assessment, and EOCCO Credentialing Application approval must be completed prior to a new behavioral health provider being entered into the EOCCO claims database and EOCCO Provider Directory.

I. Ongoing Monitoring and Oversight

1. New approved behavioral health providers may be audited by GOBHI Compliance within 6 months
2. An additional audit may be completed at one year of contracting for all new behavioral health providers.
3. Routine and ad hoc audits are also completed thereafter per GOBHI Payment Integrity, Monitoring, and Auditing Policy.

J. New Provider Training Opportunities

1. In addition to the required trainings for EOCCO providers, outlined in the EOCCO Training and Education Policy and EOCCO Training of Staff Who Engage in Social Needs Screening Policy, GOBHI and EOCCO offer additional training opportunities:
 - a. Listed on the GOBHI Website under *GOBHI Training Courses for Providers* at <https://www.gobhi.org/provider-training>,
 - b. Listed on the EOCCO Website, under *Education* at <https://www.eocco.com/providers/Education>, which includes the following documents for a new provider to review:
 - i. Introduction to EOCCO
 - a. <https://www.eocco.com/-/media/EOCCO/PDFs/providers/Education/Introduction-to-EOCCO.pdf>
 - ii. EOCCO Annual Workshop
 - a. <https://www.eocco.com/-/media/EOCCO/PDFs/providers/2022-EOCCO-Workshop.pdf>
 - iii. Provider Manual
 - a. https://www.eocco.com/-/media/EOCCO/PDFs/provider_manual.pdf
 - iv. Patient Assignment FAQs
 - a. <https://www.eocco.com/-/media/EOCCO/PDFs/providers/EOCCO-Patient-Assignment-FAQs.pdf>
 - c. Included in the GOBHI Providers Behavioral Health Newsletters

IV. Related Policies & Procedures, Forms and References

- A. EOCCO Application Approval and Denial Policy
- B. EOCCO Credentialing Program Policy
- C. EOCCO Training and Education Policy
- D. EOCCO Training of Staff Who Engage in Social Needs Screening Policy
- E. GOBHI Provider Interest Form 8.19.2024
- F. GOBHI Network Development Policy
- G. GOBHI Network Development Process Policy
- H. GOBHI Network Applicant Grading Rubric
- I. OAR 410-141-3510
- J. ORS 414.613

V. Affected Departments

- A. GOBHI Compliance
- B. GOBHI Data Analytics
- C. GOBHI Finance
- D. GOBHI Operations

Attachments

 [GOBHI Provider Interest Form 8.19.2024.pdf](#)

Approval Signatures

Step Description	Approver	Date
Policy Owner	Samuel Shea: GOBHI Operations and Compliance Senior Manager	7/13/2026

Applicability

GOBHI

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