
 CHILDREN COME FIRST <small>COMMUNITY PARTNERSHIPS, INC</small> POLICY & PROCEDURE	 <small>DANE COUNTY A Division of Community Partnerships, Inc. and the DCF's role of the Clinical Services Department of Human Services</small>	Date Issued: 1/1/00	Subject: Provider Termination		
		Revised: 9/13/07			
		Effective: 1/1/08	Section: PROVIDER NETWORK	Policy No: 003	Page: 1 of 2

I. PHILOSOPHY

Children Come First's (CCF) philosophy is to maintain a diverse, quality network of clinical and non-clinical Providers to meet the needs of Enrollees and their families. In addition, we believe that Providers are to advocate on behalf of Enrollees in obtaining care and treatment.

II. POLICY

Providers **may be** terminated from the CCF network for the following reasons, including, but not limited to:

- Breach of agreement
- Failure to submit materials for re-credentialing within required time frames;
- Any action taken against the Provider's license or certification, where applicable;
- Any legal or governmental action initiated against the Provider whenever the existence or outcome of such action could materially affect the Provider's ability to perform agreed upon services;
- Suspension or loss of liability coverage;
- Malpractice litigation in which the Provider is a defendant;
- Quality of care concerns;
- Incompatible participant care philosophy;
- Failure to cooperate with CCF quality assurance procedures;
- Provider initiated termination; or
- No current business need within the Provider's area

Providers **will not** be terminated from the CCF network for any of the following reasons:

- Provider advocating on behalf of an Enrollee;
- Provider filing a grievance against CCF; or
- Provider appealing a decision of CCF

III. PROCEDURE

A. Provider Initiated Termination

If a Provider chooses to terminate their agreement with CCF, the Provider must submit a written notice, at least 30 days prior to termination, to:

Community Partnerships
 Attn: Clinical Services Manager
 1334 Dewey Court
 Madison, WI 53703
 Fax 608-250-6637

Upon receipt of written notice of termination, the Clinical Services Manager will:

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- Provide email notification to all Care Coordinators and Clinical Supervisors of the terminated agreement within one (1) business day.
- Provide written notification to the Department of Health and Family Services (DHFS) CCF Contract Monitor of the terminated agreement within seven (7) calendar days.
- Provide written notification to all Enrollees currently receiving care from the Provider of the terminated agreement within fifteen (15) calendar days.

The Provider must notify Enrollees in their care at least 30 days prior to termination, and assist in transitioning the Enrollee to a new Provider within the CCF Provider Network.

B. CCF Initiated Termination

CCF will give Providers thirty (30) days written notice prior to terminating an agreement. The notice will identify the condition that exists which is precipitating termination and allow the Provider thirty (30) days to correct the condition. In the event the condition is not corrected within said thirty (30) days, the agreement shall be terminated without further notice.

CCF may terminate a Provider's agreement immediately if it determines in its sole discretion that such immediate termination is in the best interest of the Enrollee. In the event of immediate termination, CCF will give written notice to the Provider within one (1) business day. Such notice will include the reasons for agreement termination.

Upon CCF initiated termination of a Provider agreement, the Clinical Services Manager will:

- Provide email notification to all Care Coordinators and Clinical Supervisors of the terminated agreement within one (1) business day.
- Provide written notification to the Department of Health and Family Services (DHFS) CCF Contract Monitor of the terminated agreement within seven (7) calendar days.
- Provide written notification to all Enrollees currently receiving care from the Provider of the terminated agreement within fifteen (15) calendar days.

Reviewed & Approved by: _____
Scott Strong, Executive Director