



NCCARE360

NETWORK STANDARDS DISCUSSION

The Importance of Network Standards

The success of the network is determined by one main factor: the commitment of providers to comply with network standards. If in-network providers are not engaged, even with a strong coordination center, the efforts of the network will be unsuccessful.

Key Network Standards Include:

The maximum length of time providers should take in responding to a referral: **2 BUSINESS DAYS**

How many attempts should be made to contact an unresponsive client before closing a case and/or referral: **3 ATTEMPTS OVER 10 BUSINESS DAYS**

How regularly organizations should update their program and user information: **ONCE A QUARTER/ AS NEEDED**

At what point during service provision cases should be closed (i.e. what type of outcome is being collected): **WHEN YOUR SERVICE DELIVERY MODEL ENDS**

The maximum length of time for users to take to close clients' cases once they know the outcome: **WITHIN 2 BUSINESS DAYS OF RESOLUTION**