

**State of Alaska, Department of Health
Division of Behavioral Health
Grants & Contracts Support Team
P.O. Box 110650, Juneau, AK 99811-0650**

SAFETY NET PROVIDER AGREEMENT

_____, (Provider) enters into a Provider Agreement with the State of Alaska, Department of Health (DOH) Division of Behavioral Health (DBH) for the purpose of providing behavioral health crisis services to individuals (all ages) who are uninsured and/or ineligible for Medicaid. These services include mobile outreach crisis response, peer-based crisis services, 23-hour crisis observation, crisis residential and stabilization services, and continuity of care. By entering into this Provider Agreement, the Provider agrees to the following, including all applicable provisions of the following Appendices:

APPENDICES:

- A. [Alaska Administrative Code 7 AAC 70 for Behavioral Health Services](#) ;
[Alaska Administrative Code 7 AAC 135 for Medicaid Coverage Behavioral Health Services](#);
[Alaska Administrative Code 7 AAC 139 for 1115 Behavioral Health Waiver Services](#); and
[Alaska Administrative Code 7 AAC 160 for Medicaid Program: General Provisions](#).
- B. Privacy and Security Procedures for Providers
- C. Resolution for Alaska Native Entities
- D. Federal Assurances & Certifications

ATTACHMENTS

1. Safety Net Service Codes and Rates

I. PROVIDER ELIGIBILITY

The Provider agrees to adhere to all applicable state and federal laws and declares and represents that it meets the eligibility requirements for a Service Provider for this Agreement. With the signed Agreement, the Provider must submit the following documentation:

- A. State of Alaska IRIS Provider Vendor Number is listed in the signed Provider Agreement;
- B. A current State of Alaska business license;
- C. Alaska Native entities¹ entering into a Provider Agreement with DOH must provide a waiver of immunity from suit for claims arising out of activities of the Provider related to this Agreement;
- D. Provider has either a provisional or full approval to provide 1115 waived services as evidenced by a copy from the Department/MPASS;
- E. As applicable, any facility/residential licensing certificate documentation from Health Care Services;
- F. A copy of a memorandum of agreement in place with law enforcement to confirm the established provider's partnership for coordination of care with crisis services;

¹ "Alaska Native entity" means an Alaska Native organization that the Secretary of the Interior acknowledges to exist as an Indian tribe through the Federally Recognized Indian Tribe List Act of 1994, 25 U.S.C. 479a.

- G. A copy of a memorandum of agreement for coordination of crisis services with other behavioral health providers offering access to higher levels of care in the event the provider needs to link the client to a crisis level of care that the provider does not offer;
- H. Certificates of Insurance per Section IX (B) of this Provider Agreement; and
- I. Effective April 4th, 2022, the U.S. federal government transitioned from the Dun & Bradstreet Data Universal Numbering System (DUNS) number to a System for Award Management (SAM) generated Unique Entity Identifier (UEI) alpha-numeric value for federal awards management. All providers receiving federal funds are required to have a UEI. More information regarding this transition can be found on the U.S. General Services Administration website: <https://sam.gov/content/home>

By submission for the signed Agreement, the Provider further agrees that they will comply with the following:

- A. The provisions of Appendix C, Privacy & Security Procedures.
- B. Facilities utilized for delivery of services meet current fire code, safety and ADA standards, and are located where clients of the program services have reasonable and safe access.
- C. During the effective period of this Agreement, the provider agrees to keep current all licenses, certifications and credentials required of the provider agency, staff, and facility to qualify for providing services to DOH clients through this Agreement, and to keep current the necessary documentation on file with DOH to demonstrate compliance.

II. DESCRIPTION OF SERVICES

The Safety Net Provider Agreement provides a funding source for individuals who are uninsured or ineligible for Medicaid and need crisis services. These services include mobile outreach crisis response, peer-based crisis services, 23-hour crisis observation, crisis residential and stabilization services, and continuity of care. The Safety Net provider agreement targets individuals (all ages) statewide.

Individuals must receive a follow-up service continuity of care as defined in Attachment 1 to ensure that referral and linkage to outpatient treatment and/or community support services is complete, and that the individual continues to stabilize in the community. Documentation of continuity of care is required in AKAIMS as evidence that this follow-up service is provided to individuals.

DBH may make exception to the maximum per client limit based on the client's service needs. Before claims for a client are authorized to exceed the maximum amount of \$7,200, it is the Provider's responsibility to contact DBH program staff to request a waiver of the limit prior to rendering the service. However, this may not be possible due to the time and day of the encounter. In these instances, the provider is required to submit request for waiver and clinical justification for rendering service the next business day. The provider agency will be required to supply clinical documentation supporting the request.

The decision of DBH on the waiver will be final.

III. CLIENT ELIGIBILITY

Client eligibility for Safety Net services as defined below for each service category A or B must be documented in AKAIMS under a Safety Net Miscellaneous Note - "Client Verification of Eligibility," must address the listed criteria, and must be signed by the directing mental health professional clinician or medical personnel (licensed physician, licensed physician assistant, or advanced registered nurse practitioner). A Miscellaneous Note may be completed by a peer support specialist for a claim of a Peer Based Crisis Service only but must be countersigned by the supervising mental health professional clinician or substance use disorder counselor. A Miscellaneous Note must be completed for all Safety Net services. Failure to document client eligibility prior to submitting claims may result in denied Safety Net claims.

Category A:

- Individuals presenting with primary diagnosis of a substance misuse disorder
- Uninsured individuals who do not meet Medicaid income or eligibility criteria, as defined by 7 AAC 135.020.

Category B:

- Individuals presenting with primary diagnosis of a mental health disorder
- Uninsured individuals who do not meet Medicaid income or eligibility criteria as defined by 7 AAC 135.020.

IV. BILLING

Eligible grantee providers must only use funds from this provider agreement to pay for services not covered by any third-party payers. Clients are eligible to be enrolled in the services described in this agreement if they meet the client eligibility requirements. If DOH pays for a service and a primary payment source subsequently submits a payment for the same service, the Provider shall return the DOH payment to the Department.

This provider agreement (for the provision of Safety Net services) does not cover any services provided to individuals under an involuntary commitment order (AS47.30.705). For any services provided while an individual is under an involuntary commitment order, providers are referred to the Department of Family and Community Services (DFCS).

Except when good cause for delay is shown, DOH will not pay for services unless the Provider submits a claim within 30 days of the date the service was provided. DOH is the payer of last resort; therefore, determination of payment by a primary payer source (private insurance, Medicaid, etc.) constitutes good cause for delay.

Endorsement of a DOH payment warrant constitutes certification that the claim for which the warrant was issued was true and accurate, unless written notice of an error is sent by the Provider to DOH within 30 days after the date that the warrant is cashed.

Providers must submit claims electronically via AKAIMS. Refer to Section VI of this document for explicit instructions about the submission of confidential or other sensitive information. Providers will be responsible for using appropriate safeguards to maintain and ensure the confidentiality, privacy, and security of information transmitted to DOH until such information is received by DOH.

NOTE: It is the Provider's responsibility to understand and follow these published rates and individual spending limits.

**The Provider may not request Safety Net payment for services under this section if the Provider has a grant under 7 AAC 78 to provide the same service (7 AAC 81.040(b)).
Applicable to this Provider Agreement Only:**

1. Each Safety Net client must be enrolled in the AKAIMS Contract Management. Services must be supported by an assessment and treatment plan consistent with the Integrated Regulations and on file at the agency, which will be supplied to DBH upon request.
2. Once the individual payment dollar cap (\$7,200.00) is met, the Provider will be prohibited from submitting any further claims. However, a provider may be allowed to exceed the maximum dollar amount ascribed for each client on a case-by-case basis if the service requested is a recognized Safety Net service, the Provider submits justification for such action to the DBH Program Manager, and the request is approved by the DBH Program Manager.
3. A separate Safety Net encounter note for each service must be entered in AKAIMS after the service has been provided and before reimbursement is requested. The same service provided over multiple dates such as crisis residential and stabilization may be entered in a single encounter note which should include dates of service and other pertinent information.
4. Service shall be described in enough detail to assure the appropriate procedure code was selected. Failure to complete required portions in AKAIMS may result in a denied claim. A denied claim may be resubmitted with proper documentation.
5. Eligible grantee providers must only use funds from this provider agreement to pay for services on the list of approved procedure codes and rates on Attachment 1. Under 7 AAC 81, Safety Net funds cannot be used to purchase services covered under grants.
6. Payments are made as reimbursements of expenditures, and billing should occur after services are provided. The department will make Safety Net payments once a month. Typically, adjudications are on or about the 5th day of each month, with payments following these actions.
7. DBH staff will conduct Safety Net reviews to confirm compliance with this Provider Agreement. Documents to be reviewed will include agency claims and clinical

documentation to establish eligibility. Reviews may be on-site or off-site. The Provider will be required to provide specific documentation to DBH staff reviewing Safety Net payments. Services which are not substantiated by required documentation can be recovered by the Department.

V. SUBCONTRACTS

Subject to prior approval by DOH, subcontracts may be allowed under the terms of this Provider Agreement according to the provisions of 7 AAC 81.090.

VI. CONFIDENTIALITY AND SECURITY OF CLIENT INFORMATION

The Provider will ensure compliance with the Health Insurance Portability & Accountability Act of 1996 (HIPAA), the Health Information Technology for Economical and Clinical Health Act of 2009 (HITECH), and 45 C.F.R. 160 and 164, if applicable, and other federal and state requirements for the privacy and security of protected health information the Provider receives, maintains, or transmits, whether in electronic or paper format. Client information is confidential and cannot be released without the HIPAA-compliant written authorization of the client and DOH, except as permitted by other state or federal law.

By entering into this Agreement, the Provider acknowledges and agrees to comply with the Privacy and Security Procedures for Providers as set forth in Appendix C to this Agreement.

Confidential Reporting Instructions

Before transmitting personally identifiable client information reported under the terms of this Agreement, the Provider must call or email the DOH Program Contact. To protect confidentiality, the Provider must first establish the mechanism for a secure electronic file transfer. Or the Provider may fax the information to the Program Contact after clearly identifying it as confidential on the cover page of the fax transmission. Alternatively, the Provider may submit hard copy information in a sealed envelope, stamped "confidential" placed inside another envelope. This information must be sent by certified, registered, or express mail, or by courier service, with a requested return receipt to verify that it was received by the appropriate individual or office.

DOH has also adopted a platform called Direct Secure Messaging (DSM), which meets HIPAA requirements for data encryption. Do not, under any circumstances, send Electronically Protected Health Information (EPHI) or other sensitive data in email. In order to transfer these files in a HIPAA-compliant manner through email, the provider must use DSM. Additionally, DSM must be used only for the transfer of EPHI or other sensitive data, and not for other communications. Please review the FAQs about DSM at this link: [State of Alaska DSM information page](#) and information concerning the Alaska Personal Information Protection Act at [Department of Law Alaska Personal Information Protection Act page](#).

VII. REPORTING AND EVALUATION

The Provider agrees to comply with 7 AAC 81.120, Confidentiality, and 7 AAC 81.150, Reports, and other applicable state or federal law regarding the submission of information, including the provisions of Section VI of this Agreement. The Provider agrees to submit any reporting information required under this Agreement and to make available information deemed necessary by DOH to evaluate the efficacy of service delivery or compliance with applicable state or federal statutes or regulations.

The Provider agrees to provide state officials and their representatives access to facilities, systems, books, and records, for the purpose of monitoring compliance with this Agreement and evaluating services provided under this Agreement.

On-site Quality Assurance Reviews may be conducted by DOH staff to ensure compliance with service protocols. The Provider will ensure that DOH staff has access to program files for the purposes of follow-up, quality assurance monitoring and fiscal administration of the program.

VIII. RECORD RETENTION

The Provider will retain financial, administrative, and confidential client records in accordance with 7 AAC 81.180 and with Appendix C to this Agreement. Upon request, the Provider agrees to provide copies of the Provider's records created under this Agreement to the Department of Health, under the health oversight agency exception of HIPAA. The Provider will seek approval and instruction from DOH before destroying those records in a manner approved by DOH. In the event a Provider organization or business closes or ceases to exist as a Provider, the Provider must notify DOH in a manner in compliance with 7 AAC 81.185 and Appendix C to this Agreement.

IX. ADMINISTRATIVE POLICIES

- A. The Provider must have established written administrative policies and apply these policies consistently in the administration of the Provider Agreement without regard to the source of the money used for the purposes to which the policies relate. These policies include employee salaries and overtime, employee leave, employee relocation costs, use of consultants and consultant fees, training, criminal background checks if necessary for the protection of vulnerable or dependent recipients of services, and conflicts of interest, as well as the following:
1. Compliance with OSHA regulations requiring protection of employees from blood-borne pathogens and that the Alaska Department of Labor must be contacted directly with any questions;
 2. Compliance with AS 47.05.300-390 and 7 AAC 10.900-990. Compliance includes ensuring that each individual associated with the provider in a manner described under 7 AAC 10.900(b) has a valid criminal history check from the Department of Health, Division of Health Care Services, Background Check Program (BCP) before employment or other service unless a provisional valid criminal history check has been granted under 7 AAC 10.920 or a variance has been granted under 7 AAC 10.935. For specific information about

how to apply for and receive a valid criminal history check please visit [State of Alaska Background Check](#) or call (907) 334-4475 or (888) 362-4228 (intra-state toll free);

3. Compliance with AS 47.17, Child Protection, and AS 47.24.010, Reports of Harm, including notification to employees of their responsibilities under those sections to report harm to children and vulnerable adults;
4. If providing residential and/or critical care services to clients of DOH, the Provider shall have an emergency response and recovery plan, providing for safe evacuation, housing, and continuing services in the event of flood, fire, earthquake, severe weather, prolonged loss of utilities, or other emergency that presents a threat to the health, life, or safety of clients in their care.

B. Without limiting the provider's indemnification, it is agreed that the Provider shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the Provider's policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits. Certificates of Insurance must be furnished to DOH with the signed Provider Agreement prior to beginning work and must provide for a notice of cancellation, non-renewal, or material change of conditions in accordance with policy provisions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this agreement and shall be grounds for termination of the Provider's services. All insurance policies shall comply with and be issued by insurers licensed to transact the business of insurance under AS 21.

1. **Worker's Compensation Insurance:** The Provider shall provide and maintain, for all employees engaged in work under this Agreement, coverage as required by AS 23.30.045, and, where applicable, any other statutory obligations including but not limited to federal U.S.L. & H. and Jones Act requirements. The policy must waive subrogation against the State.
2. **Commercial General Liability Insurance:** Covering all business premises and operations used by the Provider in the performance of services under this Agreement with minimum coverage limits of \$300,000 combined single limit per claim.
3. **Commercial General Automobile Liability Insurance:** Covering all vehicles used by the Provider in the performance of services under this Agreement with minimum coverage limits of \$300,000 combined single limit per claim.
4. **Professional Liability Insurance:** Covering all errors, omissions, or negligent acts in the performance of professional services under this Agreement. This insurance is required for all Providers of clinical or residential services, or for any other Provider for whom a mistake in judgment, information, or procedures may affect the welfare of clients served under the Provider Agreement. Limits required per the following schedule:

Agreement Amount	Minimum Required Limits
Under \$100,000	\$300,000 per Claim / Annual Aggregate
\$100,000 - \$499,999	\$500,000 per Claim / Annual Aggregate
\$500,000 - \$999,999	\$1,000,000 per Claim / Annual Aggregate
\$1,000,000 or over	Refer to State of Alaska Risk Management

X. EQUAL EMPLOYMENT OPPORTUNITY

The Provider shall adhere to Alaska statutes regarding equal employment opportunities for all persons without regard to race, religion, color, national origin, age, physical or mental disability, gender or any other condition or status described in AS 18.80.220(a)(1) and 7 AAC 81.100. Notice to this effect must be conspicuously posted and made available to employees or applicants for employment at each location that services are provided under this Provider Agreement; and sent to each labor union with which the provider has a collective bargaining agreement. The Provider must include the requirements for equal opportunity employment for contracts and subcontracts paid in whole or in part with funds earned through this Agreement. Further, the Provider shall comply with federal and state statutes and regulations relating to the prevention of discriminatory employment practices.

XI. CIVIL RIGHTS

The Provider shall comply with the requirements of 7 AAC 81.110 and all other applicable state or federal laws preventing discrimination, including the following federal statutes:

- A. The Civil Rights Act of 1964 (42 U.S.C. 2000d);
- B. Drug Free Workplace Act of 1988,(41 U.S.C. 701-707;
- C. Americans with Disabilities Act of 1990 (41 U.S.C.12101-12213).

The Provider will establish procedures for processing complaints alleging discrimination on the basis of race, religion, national origin, age, gender, physical or mental disability or other status or condition described in AS 18.80.220(a)(1) and 7 AAC 81.110(b).

In compliance with 7 AAC 81.110(c), the Provider may not exclude an eligible individual from receiving services, but with concurrence from DOH, may offer alternative services to an individual if the health or safety of staff or other individuals may be endangered by inclusion of that individual.

XII. ACCOUNTING AND AUDIT REQUIREMENTS

The Provider shall maintain the financial records and accounts for the Provider Agreement using generally accepted accounting principles.

DOH may conduct an audit of a provider's operations at any time the department determines that an audit is needed. The auditor may be a representative of DOH; or a representative of the federal or municipal government if the Agreement is provided in part by the federal or municipal government; or an independent certified public accountant. The Provider will afford an auditor representing DOH or other agency funding the agreement, reasonable access to the Provider's books, documents, papers, and records if requested. Audits must be conducted in accordance with the requirements of 7 AAC 81.160; including the requirement for a Provider to refund money paid on a questioned cost or other audit exception, if they fail to furnish DOH with a response that adequately justifies a discovery of questioned costs or other audit exceptions.

XIII. LIMITATION OF APPROPRIATIONS

DOH funds are from the federal Substance Abuse and Mental Health Block Grant Covid 19 Supplemental and American Rescue Plan Act. During each state fiscal year, DOH may authorize payment of costs under a Provider Agreement only to the extent of money allocated to that fiscal year. Because there is a fixed amount of funding on an annual basis, it may at times be necessary for DOH to prioritize the client population served under this Agreement. Limitations may include but are not limited to a moratorium on types of services, or a moratorium by geographic region served, or a restriction of services to clients with defined needs. The decision to limit billable services shall be based solely on available funding.

XIV. INDEMNIFICATION AND HOLD HARMLESS OBLIGATION

The Provider shall indemnify, hold harmless, and defend DOH from and against any claim of, or liability for error, omission, or negligent or intentional act of the Provider under this Agreement. The Provider shall not be required to indemnify DOH for a claim of, or liability for, the independent negligence of DOH. If there is a claim of, or liability for, the joint negligent error or omission of the Provider and the independent negligence of DOH, the indemnification and hold harmless obligation shall be apportioned on a comparative fault basis.

“Provider” and “DOH,” as used within this section and Section IX (B), include the employees, agents, or providers who are directly responsible, respectively, to each. The term “independent negligence” is negligence other than in the department’s selection, administration, monitoring, or controlling of the Provider and in approving or accepting the Provider’s work.

XV. AMENDMENT

The Provider acknowledges that state and federal laws relating to information privacy and security, protection against discriminatory practices, and other provisions included in this Agreement may be evolving and that further amendment to this Agreement may be necessary to ensure compliance with applicable law. Upon receipt of notification from DOH that change in law affecting this Agreement has occurred, the Provider will promptly agree to enter into negotiations with DOH to amend this Agreement to ensure compliance with those changes.

NOTE: The department may periodically amend this Provider Agreement with changes to the Safety Net codes and/or definitions when required to respond to program or service needs or based on budget requirements. We do not anticipate that these amendments will be frequent. Providers will be notified of any amendments and offered the opportunity to review the amended codes and definitions and to agree or not agree to continue as an ISA provider. This notification will be by email.

XVI. TERMINATION OF AGREEMENT AND APPEALS

The Provider agrees to notify the department immediately if it is no longer eligible to provide services based on applicable Provider eligibility requirements set out in Section I of this Agreement. Notification of non-eligibility will result in automatic termination of this Agreement. Failure to comply with the terms of this Agreement and/or standards outlined in the Agreement and its appendices may result in non-payment and automatic termination of the Agreement by DOH.

A Provider may appeal the decision to terminate a Provider Agreement under 7 AAC 81.200. All appeals will be conducted in accordance with Section 7AAC 81.200-210 of the Alaska Administrative Code.

Except as noted above, DOH may terminate this Agreement with 30 days' notice. A Provider may also terminate the Agreement with 30 days' notice but must provide assistance in making arrangements for safe and orderly transfer of clients and information to other Providers, as directed by the department.

This Agreement remains in force until the Provider or DOH terminates the Agreement or a material term of the Agreement is changed.

I certify that I am authorized to negotiate, execute, and administer this agreement on behalf of the Provider agency named in this agreement, and hereby consent to the terms and conditions of this agreement and its appendices and attachments.

PROVIDER:

Alaska Department of Health

Signature of Authorized Provider Representative & Date

Signature of DOH Representative & Date

Printed Name Provider Representative & Title

Amy Burke, Grants, Contracts & Facilities Chief
Printed Name - DOH Representative & Title

Provider Contact & Mailing Address

DOH Contacts & Mailing Addresses

PROGRAM CONTACT

Tina Voelker-Ross
Division of Behavioral Health
PO Box 110620
Juneau, AK 99811-0620
907-269-3943
tina.voelker-ross@alaska.gov

Provider UEI Number

Provider Phone Number/ Fax Number

ADMINISTRATIVE CONTACT

Diane LoRusso, Grants Administrator
Grants & Contracts Support Team
PO Box 110650
Juneau, AK 99811-0650
Ph. 907-465-6148 Fax 907-465-8678
diane.lorusso@alaska.gov

Provider Email Address

Provider's IRIS Vendor Number

Providers must identify the business entity type under which they are legally eligible to provide service and intending to enter into this Provider Agreement.

Check Entity Type:

- Private For-profit Business, licensed to do business in the State of Alaska
- Non-Profit Organization Incorporated in the State of Alaska, or tax exempt under 26 U.S.C. 501(c)(3)
- Alaska Native Entity, as defined in 7 AAC 78.950(1) All applicants under this provision must submit with their signed Agreement a Waiver of Sovereign Immunity, using the form provided as Appendix D to this Provider Agreement.
- Political Subdivision of the State (City, Borough or REAA)

Please email the completed Provider Agreement and all required eligibility documentation to the following email address: doh.fms.grants.provider.agreements@alaska.gov