COA Network Administration Readiness for Lead Management Entities

Last reviewed October 2026 · https://www.integralhs.com/coa-network-administration-readiness

What to have ready

Each item below ties to the 2026 NET standards (COA NET standards, 2026 Private Organization Standards [https://standards.social-current.org/pdfs/2026%20Private%20Standards/Admin%20Standards/NET%20Standards.pdf]) unless another source is named.

- A description of the centralized entity or structure that integrates and coordinates the network's services (NET 1 Network Characteristics).
- Your contract with the state agency, since the lead entity answers to that agency for service quality and outcomes.
- Every current provider contract and your process for deciding whether to contract with a provider.
- Your provider grievance mechanism. NET 2.04 expects a formal route for provider organizations and independent practitioners to raise and settle grievances. Its list of subject areas covers clinical privilege actions, decisions about contracting and about ending contracts, referral practices and claims payments.
- Network-wide planning documents (NET 3 Network-Wide Planning).
- The paperwork behind NET 5 Access to Network Services: what the public can read about getting into the network, the entity's access procedures, its triage criteria, and its steps for emergency and urgent situations.
- Utilization management procedures and records (NET 7 Utilization Management).
- Network-wide outcomes data and the outcomes measurement system for the network (NET 8 Outcomes Measurement; the standard's site visit evidence points to PQI 2 and PQI 3).
- Your network application procedure (NET 10 Network Application Process) and network training records (NET 11 Network Training).
- A plan for the annual report COA requires to maintain accreditation (Social Current, COA Accreditation [https://www.social-current.org/coa-accreditation/]).