

CMHAMM 2009 Delegation Grid

I. Customer Service

PIHP Delegated Activity	PIHP Assessment of Capacity and Capability Of CMHSP/CA	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
			<p>For all delegated functions listed, if the annual assessment (or other incremental assessments via ongoing monitoring) indicates a failure by the CMHSP to meet PIHP standards for a delegated activity it will be referred to the Affiliation Compliance Administrator and the Affiliation Compliance Committee for review. For all delegated activities that do not meet the PIHP standards, corrective action will be required that may include a plan of correction.</p> <p>If the CMHSP does not take immediate action to correct the areas of non-compliance then sanctions may be imposed and persistent non-compliance with standards could lead to revocation of delegated activity and possible termination of contract.</p>
<p>Information Services: This component includes those information activities, brochures and material that pertain specifically to the CMHSP/CA's provider network: Evidence of the following standards must be provided:</p> <p>Materials must be provided in a manner and format that is easily understood.</p> <p>42CFR 438.10 (b) PIHP contract 6.3.3</p> <p>General orientation of new and potential consumers to the benefits (includes community at large) to requirements and benefits available from the CMHSP/CA.</p> <p>42 CFR 438.10(b)(7)</p>	<p>Each CMHSP will provide and keep current copies of enrollee informational material used.</p>	<p>Customer Service functions/issues including informational requirements will be reviewed during Affiliation QI workgroup and at Affiliation Consumer Advisory Committee meetings.</p>	<p>Annual PIHP site visit, tool in development.</p>

<p>Oral interpretation is available in any language.</p> <p>42CFR 438.10(c)(5)(i and ii) PIHP contract 6.3.3</p> <p>Develops and disseminates required information to enrollees and potential enrollees (may include brochures, handbook, etc.)</p> <p>42CFR 438.10(d)(1) PIHP contract 6.3.3</p> <p>Written materials are available in alternative formats to accommodate special needs (e.g. visually impaired, or LEP). 42CFR 438.10(d)(1)(ii) PIHP contract 6.3.3</p> <p>coordination of community and stakeholder input, dissemination of specialized information about PIHP benefit plans, accessing services, beneficiary (recipient) rights, grievance and appeals and second opinion processes, service providers and treatment and support practices.</p> <p>42CFR 438.10(d)(2) PIHP contract 6.3.3</p> <p>Enrollees are informed that written materials in alternative formats are available and how to access them 42CFR 438.10(d)(2)</p> <p>Written materials include information on required topics including: Names, location, phone numbers and non-English languages spoken by providers. Rights and protections as included in “Appeal and Grievance Resolution Processes Technical Requirement”. Amount, scope, and duration of available benefits so that enrollees understand benefits to which they are entitled. How to obtain benefits and after-hours crisis services.</p> <p>42CFR 438.10 (e) PIHP contract 6.3.3</p>			
Customer Services:	CMHSP will submit their	Customer Service	Annual PIHP Consumer Satisfaction Survey

<p>This component includes: -Maintaining an office(s) of Enrollee Rights and Recipient Rights in compliance with federal and state statutes.</p> <p>- Local communication with consumers regarding the role and purpose of the PIHP's Customer Services and Recipient Rights Office.</p> <p>PIHP Attachment 6.3.3. MCL 330.1706</p> <p>Development of local activities designed to engage consumers, and other stakeholders, including members of the general public, in decision oriented activities throughout the CMHSP/CA, including its sub-panel provider network</p> <p>Training and orientation of customers, to participate actively in Advisory Groups, task forces, working committees.</p>	<p>customer service procedures annual prior to the PIHP site visit.</p>	<p>functions/issues will be reviewed during Affiliation QI workgroup and at Affiliation Consumer Advisory Committee meetings.</p>	<p>conducted Results and recommendations presented to Governing Body, Steering Committee, ACAC and QI Workgroup.</p>
<p>Customer Recipient Rights Complaint, Grievance and Appeals and Second Opinion Processes. Each CMHSP/CA shall be responsible for: Notification to both its staff and consumers of:</p> <p>-The PIHP's complaint, grievance and appeal, second opinion and recipient rights processes</p> <p>-Application and implementation of the PIHP policies and procedures related Grievance & Appeals, Second Opinion and Recipient Rights Procedures</p> <p>Providing acknowledgement of grievance and appeals, Adequate and Advance Notice and disposition notices within timeframes specified by and according to PIHP Grievance and Appeals and Second Opinion Policy</p> <p>Documenting and reporting Denials, Grievance & Appeals, Recipient Rights Complaints, Second Opinion requests, Critical Incidents, and Sentinel Events.</p> <p>Documenting and reporting the dispositions of all Grievance &</p>	<p>CMHSP will submit most current Triennial On-Site Assessment by MDCH, Grievance and Appeals and Second Opinion policies.</p>	<p>Annual submission of Appeal/Grievance/Second Opinion Logs prior to annual PIHP site visit</p> <p>Sentinel Events: CMHSPs/CAs will notify the PIHP Director of Quality of any sentinel event when identified. Notification will include all MDCH required data.</p> <p>.</p>	<p>During annual site visit, review of a sample of second opinions, grievances, and local appeals provided.</p> <p><u>Recipient Rights:</u> - Annual RR report to MDCH and PIHP Director of Quality.</p> <p>- CMHSP will provide a copy of new Triennial On-Site Assessment Report plan of correction as applicable and notice of acceptance by MDCH when issued.</p>

<p>Appeals, Recipient Rights complaints, Second Opinions (where applicable), Critical Incidents, and Sentinel Events</p> <p>PIHP 6.3.3.1 PIHP 6.3.2.1</p>			
<p>Information Requirements and Notices: The CMHSP shall provide the following information to all consumers:</p> <ul style="list-style-type: none"> - Names, locations, telephone numbers of, and non-English languages spoken by current sub-network providers in the consumer’s service area, including information at least on sub-panel providers and panel specialists when determined needed or requested. - Written notice of any change regarding the names, locations, telephone numbers of, and non-English languages spoken by current sub-network providers in the consumer’s service area, including information at least on sub-panel providers and panel specialists when determined needed or requested, at least 30 days before the intended effective date of change. -CMHSP shall make a good faith effort to give written notice of termination of a contracted provider (organizational) within 15 days after receipt or issuance of the termination notice, to each consumer who received his or her services from the terminated provider. -Written notice of the law and a summary of the right to develop an advance directive at intake. <p>PIHP contract attachment 6.3.3.1</p>			<p>At annual PIHP site visit evidence of these informational activities will be reviewed</p> <p>Provider lists containing all required information will be maintained on each CMH web site and updated as needed.</p>

I. Customer Service

PIHP Retained Activity	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
<p>Tracking, monitoring, trending and reviewing all Denial, Grievance and Appeals, Recipient Rights and Second Opinion data submitted by each local CMHSP/CA.</p> <p>PIHP contract attachment 6.3.2.1</p>	<p>Annual CMHSP/CA Grievance and Appeal Logs, and QI workgroup review</p>	<p>Annual report of PIHP's Grievance and Appeal Logs submitted to PIHP QI Director, who will aggregate and analyze data and present a summary to the Affiliation QI Workgroup, the PIHP Steering Committee and CMHAMM Customer Service Representatives Group.</p>
<p>The Affiliation Compliance Committee will review all audit results annually, or as needed to meet obligations of the PIHP.</p> <p>(Includes: Regular and annual review of the results of monitoring of delegated CMHSP/CA information system functions; If the regular and annual assessments (or other incremental assessments via ongoing monitoring) indicate failure on the part of the CMHSP/CA to meet PIHP policy and standards, with regard to the information systems management delegated activities, it will then be referred to the Affiliation Compliance Committee for review; Should the Compliance Committee ascertain that the CMHSP/CA is not complying satisfactorily with its delegated responsibilities, it will recommend corrective action; Should the CMHSP/CA not take timely action to correct the areas of non-compliance within the agreed upon timeframes, the PIHP Executive Director may then recommend revocation relative to this area of delegation to the PIHP Board of Directors.)</p>		<p>Compliance Committee review of Annual audit results and timely submission of any requested Plans of Corrections.</p>

II. General Management

PIHP Delegated Activity	PIHP Assessment of Capacity and Capability Of CMHSP/CA	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
			<p>For all delegated functions listed, if the annual assessment (or other incremental assessments via ongoing monitoring) indicates a failure by the CMHSP to meet PIHP standards for a delegated activity it will be referred to the Affiliation Compliance Administrator and the Affiliation Compliance Committee for review. For all delegated activities that do not meet the PIHP standards, corrective action will be required that may include a plan of correction.</p> <p>If the CMHSP does not take immediate action to correct the areas of non-compliance then sanctions may be imposed and persistent non-compliance with standards could lead to revocation of delegated activity and possible termination of contract..</p>
<p>Administrative support for delegated activities <u>1) 42 CFR</u> § 438.230 Subcontractual relationships and delegation states that the PIHP evaluates the prospective subcontractor's ability to perform the activities to be delegated.</p> <p><u>2) Mental Health Code</u> Section 330.1232b (3) states, "The department shall conduct an annual review of all community mental health services programs designated as specialty prepaid health plans to verify the declarations made by the community mental health services program and to monitor compliance with the standards promulgated for specialty prepaid health plans and with applicable federal regulations." Section 330.1205 states, "(5) In addition to other duties and responsibilities of a community mental health services program as set forth in this act, a community mental health authority shall do all of the following:..." (b) Be responsible for all executive administration, personnel administration, finance, accounting, and management information</p>	<p>A review of each CMHSP and CA's administrative capacity has been completed via organizational chart reviews. Operational adequacy has been confirmed through the Annual PIHP Site Reviews</p>	<p>Notification of substantial changes at CMHSPs are reported to the DAO within 48hrs per CMHAMM Procedure 1.1</p>	<p>The DAO will monitor administrative capacity throughout the year and review/update this procedure on an annual basis and as needed.</p>

<p>system functions. The authority may discharge this responsibility through direct staff or by contracting for services.”</p> <p><u>3) PIHP/Affiliate Medicaid contract</u> EXHIBIT A PROVIDER SERVICES AND RESPONSIBILITIES B. Provider shall demonstrate continuous full competency and capacity to fulfill the responsibilities identified in this section... Access, Utilization Management, Customer Services, Marketing Materials, Recipient Rights, Complaint Resolution Process, Consumer Grievance, Provider Network, Procurement Subcontracting, Information Management System, Claims Management System, Quality Improvement, Performance Indicators and Objectives, Outcomes Management Reporting, Utilization Management, Provider Network, Information Systems, Finance, Quality Management; Appeals and Grievances, Enrollee Rights/Customer Services</p> <p>4) MDCH/PIHP contract 6.0 PIHP ORGANIZATIONAL STRUCTURE AND ADMINISTRATIVE SERVICES 6.2 Administrative Personnel The PIHP shall have sufficient administrative staff and organizational components to comply with the responsibilities reflected in this contract. The PIHP shall ensure that all staff has training, education, experience, licensing, or certification appropriate to their position and responsibilities. The PIHP will provide written notification to MDCH of any changes in the following senior management positions within seven (7) days: • Administrator (Chief Executive Officer) • Chief Operating Officer • Medical Director and Clinical/Program Director(s) • Chief Financial Officer • Management Information System Director • Customer Services Director • Recipient Rights Officer</p> <p><u>5) CMHAMM Procedure 1.1</u> – Purpose: To ensure that each CMHSP and CA has the administrative capacity to fulfill its obligation to perform functions delegated by the PIHP.</p>			
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<p>Leadership and oversight at the local-level for such activities as:</p> <ul style="list-style-type: none"> - Access - Eligibility - Triage and Authorization - Utilization Management <p><u>1) 42 CFR § 438.230</u> Subcontractual relationships and delegation states that the PIHP evaluates the prospective subcontractor's ability to perform the activities to be delegated.</p> <p><u>2) Mental Health Code</u> Section 330.1232b (3) states, “The department shall conduct an annual review of all community mental health services programs designated as specialty prepaid health plans to verify the declarations made by the community mental health services program and to monitor compliance with the standards promulgated for specialty prepaid health plans and with applicable federal regulations.”</p> <p><u>3) PIHP/Affiliate Medicaid contract</u> Section IX. PROVIDER SERVICES AND RESPONSIBILITIES. A. Pursuant to the Medicaid subcapitation funding from the Payor, the Provider, as a Comprehensive Specialty Services Network (CSSN), shall perform or cause to be performed the Medicaid services specified in Exhibit A (PROVIDER SERVICES AND RESPONSIBILITIES), which is incorporated by reference into this Agreement and made a part hereof. B. For provision of the Medicaid services required hereunder, the parties hereto agree that the Provider, as a Comprehensive Specialty Services Network (CSSN), may direct operate and/or may subcontract with its own subcontractors as independent provider(s) of such services. However, any such subcontract shall not terminate the legal responsibility of the Provider to assure that all services required of it hereunder are fulfilled. XI. PROVIDER SERVICE ACCESS, PROVIDER PREAUTHORIZATIONS, AND PROVIDER UTILIZATION MANAGEMENT A. Pursuant to the Medicaid subcapitation funding as reimbursement from the Payor under this Agreement, the Provider, as a Comprehensive Specialty Services Network (CSSN), shall perform and be responsible for Provider service access assurance, service preauthorizations, services, and</p>	<p>A review of each CMHSP and CA’s administrative capacity has been completed via organizational chart reviews. Operational adequacy has been confirmed through the Annual PIHP Site Reviews</p>	<p>Notification of substantial changes at CMSHPs are reported to the DAO within 48hrs per CMHAMM Procedure 1.1</p>	<p>The DAO will monitor administrative capacity throughout the year and review/update this procedure on an annual basis and as needed.</p>
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<p>utilization management for Medicaid-eligibles in the Counties of Manistee and Benzie within the PIHP Medicaid specialty service area.</p> <p>B. All Medicaid services hereunder must meet the medical necessity requirements of and the duty to treat and referral requirements, access standards, and treatment deadlines of the Payor pursuant to this Agreement and the MDCH/PIHP Contract.</p> <p>C. Pursuant to the Medicaid subcapitation funding from the Payor, all Medicaid services required of the Provider under this Agreement must be authorized by its Chief Executive Officer (hereinafter referred to as the Provider's CEO) or his designated representative.</p> <p>4) <u>CMHAMM Procedure 1.1 – § I.</u> Purpose: To ensure that each CMHSP and CA has the administrative capacity to fulfill its obligation to perform functions delegated by the PIHP.</p>			
<p>Maintain local legal counsel with responsibility to notify PIHP of any and all possible litigation</p> <p><u>1) PIHP/Affiliate Medicaid contract</u></p> <p>XXVII. LIABILITY AND FINANCIAL RISK.</p> <p>C. Each party to this Agreement must seek its own legal representative and bear its own costs including judgments in any litigation which may arise out of its activities to be carried out pursuant to its obligations hereunder. It is specifically understood and agreed that neither party will indemnify the other party in such litigation.</p>	<p>Names submitted of legal counsel</p>	<p>Notification of changes and possible litigation at CMHSP/CA</p>	<p>Names submitted of legal counsel are reviewed annually to ensure that records are current.</p>
<p>Participate in reviews and audits of CMHAMM as appropriate</p> <p><u>1) 42 CFR § 438.230</u> Subcontractual relationships and delegation states that the PIHP evaluates the prospective subcontractor's ability to perform the activities to be delegated.</p> <p><u>2) PIHP/Affiliate Medicaid contract</u></p> <p>XVIII. PROGRAM AND FINANCIAL BOOKS, DOCUMENTS, AND RECORDS; AUDITS; REVIEWS; AND, PROGRAM/SERVICE EVALUATIONS.</p> <p>A. Each party hereto, the MDCH, and the State of Michigan or their designated representatives shall be allowed to review, copy, and/or audit all contract/financial records and license, accreditation, certification and program reports of the other party hereto and to review all program and clinical records of the other</p>	<p>Appointment of CMHSPs to Affiliation Compliance Committee ensures coordination of audit practices affiliation-wide.</p>	<p>Provision of CMHSP/CA data, plans of correction as indicated and staff participation as warranted.</p> <p>On-going participation in collaborative efforts between the PIHP and affiliates, on such projects as ARR & PPG development and review.</p>	<p>Annual review of PIHP Site Review procedure</p> <p>Annual review of collaborative projects.</p>

party hereto pertaining to performance of this Agreement, to the full extent permitted by applicable Federal and State laws. Said program, clinical, and contract/financial records and supporting documentation must be retained by each of the parties hereto and be available for such audit, review or evaluation purposes for seven (7) years after completion of this Agreement.

3) CMHAMM Procedure 1.7

§ III.

A. The Affiliation Compliance Administrator will coordinate with the PIHP staff reviewer and the CMHSP and CA Compliance Officer to schedule the PIHP site review. The audit will be scheduled a minimum of 20 business days in advance.

B. The Director of Affiliation Operations will communicate the date(s) each CMHSP/CA is scheduled for their site review directly to the Chief Executive Officer at each agency. This communication will indicate acceptance of the scheduled dates and participation in the PIHP annual review.

E. The Affiliation Compliance Administrator will review the audit report and send a copy of the report and any requested plans of correction to the appropriate CMHSP and CA Compliance Officer and Chief Executive Officer within 17 business days from the date the audit was completed. A copy of the final audit report will also be sent to the responsible PIHP staff reviewer.

F. The CMHSP and CA has 15 business days from the date the audit report is sent by the Affiliation Compliance Administrator to respond with a plan of correction to any compliance issue(s) cited within the audit report.

G. The CMHSP and CA Compliance Officer will send their response and any required plan of correction to the Affiliation Compliance Administrator.

H. The Affiliation Compliance Administrator will send the CMHSP or CA response/plan of correction (if needed) to the appropriate PIHP staff for review.

1. The PIHP staff recommends acceptance of the plan of correction as written.

-OR-

2. The PIHP staff requests additional information or changes to the submitted plan of correction.

5) ARR

Relationship to Program Policy Guidelines states, "It is expected

<p>that as part of their environmental scan, PIHPs will work with their affiliate CMHSPs, as applicable, to aggregate and review that PPG data; and in response to the ARR, to develop and implement PIHP-wide plans that result in ongoing, measurable improvements which can assure the equity of opportunity and outcome across the CMHSPs making up the PIHP area.”</p> <p>Target Organizations and Populations section states, “The ARR targets PIHPs. Any CMHSPs that are affiliates, and substance abuse coordinating agencies (CAs), or networks and providers that provide Medicaid specialty supports and services to Medicaid beneficiaries are also subject to the environmental scans and the plans for improvement that will be managed by the PIHP.”</p>			
<p>CMHSP/CA participation in Affiliation Workgroups, as necessary</p> <p><u>1) CMHAMM Procedure 1.2</u></p> <p>§ II.</p> <p>A. All Affiliate representatives will only participate in activities that address workgroup charges that are issued by the PIHP (through the direction of the Director of Affiliation Operations) or are agreed upon collaborative efforts (tasks) of Affiliates (through the direction of the Director of Affiliation Operations).</p> <p>§ III.</p> <p>A. CMHAMM Workgroup membership is appointed by their respective CEO’s. Other staff from each CMHSP may attend workgroup meetings as the agendas dictate and a need is identified to have other staff present to offer guidance and information. In the case where more than one staff from a CMHSP attends a workgroup meeting, then that CMHSP will only have one member express that CMHSP’s standpoint in matters of decision making and recommendations.</p>	<p>Appointment of CMHPS to workgroups and committees</p>	<p>Participate in CMHAMM workgroups as required by activities, documented through minutes</p>	<p>Workgroup minutes are reviewed monthly by DAO and Steering Committee.</p>
<p>CMHSP/CA participation in PIHP Advisory Council, as necessary</p> <p><u>1) CMHAMM Procedure 1.8 - § IV.</u></p> <p>A. Each Affiliate CMHSP may have up to 5 representatives on the ACAC. The Customer Service Representative (CSR) is a permanent member of the council and the CMHSP CEO/designee may appoint up to 4 additional members to the ACAC.</p> <p><u>2) ARR</u></p> <p>Environmental Scans states, “Environmental Scans for each of the eleven sections of the ARR</p>	<p>Appointment of members, facilitation of attendance by CMHSP/CA representative</p>	<p>Monthly minutes</p>	<p>Annual review of Affiliation Consumer Advisory Council procedure and monthly review of minutes by DAO & Steering Committee.</p>

are to be done by the PIHP with its stakeholders...”			
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II. General Management

PIHP Retained Activity	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
<p>Activities to organize the affiliation governance and management structure</p> <p><u>1) CMHAMM Policy 1.0</u> Section III</p> <p>A. The Community Mental Health Authority of Clinton Eaton Ingham Counties will provide adequate staff to fulfill the required PIHP functions. The PIHP’s Executive Director will assure the development and maintenance of an administrative structure to assure compliance with regulations.</p> <p>B. The PIHP of CMHAMM will strive to ensure that all consumers served by CMHAMM receive quality services in accordance with the mission and values of the Affiliation.</p> <p>C. The PIHP of CMHAMM will develop, implement, and monitor the needed policies, procedures and formal activity plans.</p> <p>D. The PIHP of CMHAMM will establish operating practices that meet the requirements of 42CFR 438 Managed Care, the State of MI PIHP contract and related attachments, delineating those functions that will be fulfilled by the PIHP and those functions that will be delegated to CMHAMM Affiliate CMHSP’s (Community Mental Health Service Provider).</p> <p><u>2) 42 CFR</u> § 438.608 Program integrity requirements lists, “Provision for internal monitoring and auditing.”</p>	<p>Affiliation Policy and Procedures are reviewed and updated throughout the year on an as needed basis</p>	<p>Affiliation Policy and Procedures are reviewed during each update (throughout the year) and annually by the Affiliation Compliance Administrator and Director of Affiliation Operations.</p>
<p>Administrative support for PIHP and delegated activities</p> <p><u>1) CMHAMM Policy 1.0</u></p>	<p>PIHP staffing allocation and administrative structure is reviewed quarterly by Director of Affiliation Operations.</p>	<p>Affiliation Policy on Administrative Capacity is reviewed and compared to existing practices on an</p>

<p>III. RESPONSIBILITIES:</p> <p>A. The Community Mental Health Authority of Clinton Eaton Ingham Counties will provide adequate staff to fulfill the required PIHP functions. The PIHP's Executive Director will assure the development and maintenance of an administrative structure to assure compliance with regulations.</p> <p><u>2) MDCH/PIHP contract</u></p> <p>6.0 PIHP ORGANIZATIONAL STRUCTURE AND ADMINISTRATIVE SERVICES</p> <p>6.1 Organizational Structure</p> <p>The PIHP shall maintain an administrative and organizational structure that supports a high quality, comprehensive managed care program. The PIHP's management approach and organizational structure shall ensure effective linkages between administrative areas including: provider network services; customer services, service area network development; quality improvement and utilization review; grievance/complaint review; financial management and management information systems. Effective linkages are determined by outcomes that reflect coordinated management.</p> <p>6.2 Administrative Personnel</p> <p>The PIHP shall have sufficient administrative staff and organizational components to comply with the responsibilities reflected in this contract. The PIHP shall ensure that all staff has training, education, experience, licensing, or certification appropriate to their position and responsibilities. The PIHP will provide written notification to MDCH of any changes in the following senior management positions within seven (7) days:</p> <ul style="list-style-type: none"> • Administrator (Chief Executive Officer) • Chief Operating Officer • Medical Director and Clinical/Program Director(s) • Chief Financial Officer • Management Information System Director • Customer Services Director • Recipient Rights Officer 	<p>Administrative support for delegated activities is monitored monthly through affiliation workgroup minutes and reports.</p>	<p>annual basis by the Affiliation Compliance Administrator and Director of Affiliation Operations.</p>
<p>PIHP Legal Support</p> <p><u>1) PIHP/Affiliate Medicaid contract</u></p>	<p>Contract expiration dates are monitored quarterly and reported to PIHP Executive Director 90 days prior to their</p>	<p>Current contracts require legal support. This requirement, as is the case with all contractual</p>

<p>XXVII. LIABILITY AND FINANCIAL RISK. C. Each party to this Agreement must seek its own legal representative and bear its own costs including judgments in any litigation which may arise out of its activities to be carried out pursuant to its obligations hereunder. It is specifically understood and agreed that neither party will indemnify the other party in such litigation</p> <p><u>2) MDCH/PIHP Contract</u> The State, its departments, and its agents shall not be responsible for representing or defending the PIHP, PIHP's personnel, or any other employee, agent or subcontractor of the PIHP, named as a defendant in any lawsuit or in connection with any tort claim.</p>	<p>expiration.</p>	<p>requirements, is formally reviewed in preparation for contract amendments, extension, or renewal.</p>
<p>Oversight of delegated activities <u>1) PIHP/Affiliate contract</u> XXX. MONITORING THE AGREEMENT. A. The performance of the terms of this Agreement shall be monitored on an ongoing basis by the designated representatives of the Payor and of the Provider. B. The Chief Executive Officer of each party hereto shall appoint administrative liaisons to be available to communicate with the liaisons of the other party.</p> <p><u>2) MDCH/PIHP Medicaid Contract</u> 7.0 PIHP RESPONSIBILITIES states, "The PIHP shall be responsible for the operation of the Concurrent 1915(b)/(c) Program within its designated service area. Operation of the Concurrent 1915(b)/(c) Program must conform to regulations applicable to the concurrent program and to each (i.e., 1915(b) and 1915 (c)) Waiver. The PIHP shall also be responsible for development of the service delivery system and the establishment of sufficient administrative capabilities to carry out the requirements and obligations of this contract. If the PIHP elects to subcontract, the PIHP shall comply with applicable provisions of federal procurement requirements, as specified in Attachment P 6.4.1.1, except as waived for CSSNs in the 1915(b) Waiver. The PIHP is responsible for complying with all reporting requirements as specified in Part II, Section 6.5.1 of the contract and the finance reporting requirements specified in Part II, Section 7.8. Additional requirements are identified in Attachment P 7.0.2 (Performance Objectives).</p>	<p>Review of Delegated functions by PIHP Senior Management Team, PIHP PCS, and Consumer Advisory Council.</p>	<p>Annual review of CMHAMM Policy and Procedures and review of PIHP Annual Site Review process</p>

III. Financial Management

PIHP Delegated Activity	PIHP Assessment of Capacity and Capability Of CMHSP/CA	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
			<p>For all delegated functions listed, if the annual assessment (or other incremental assessments via ongoing monitoring) indicates a failure by the CMHSP to meet PIHP standards for a delegated activity it will be referred to the Affiliation Compliance Administrator and the Affiliation Compliance Committee for review. For all delegated activities that do not meet the PIHP standards, corrective action will be required that may include a plan of correction.</p> <p>If the CMHSP does not take immediate action to correct the areas of non-compliance then sanctions may be imposed and persistent non-compliance with standards could lead to revocation of delegated activity and possible termination of contract.</p>
<p>Routine accounting and budgeting functions, purchasing and inventory management, engagement of annual financial audit, compliance audit and consulting relationships – as detailed in CMHAMM procedures 7.4, 7.5 and 7.5 and MDCH PIHP and CMHSP contract.</p>	<p>Financial Status Report (FSR), Financials, Audit & Management Letter</p> <p>* For all financial activities delegated to CMHSP/CA interviews and reviews may be completed during meetings of Chief Financial Officer (CFO) Work Group or via a Site Visit to the CMHSP/CA and/or members of the respective sub-contracting network.</p>	<p>Monthly - Financials Quarterly – FSR</p>	<p>Annual Audit, Compliance Audits & Management Letter on file in PIHP Finance Department.</p>
<p>Tracking of Medicaid expenditures and revenues – as detailed in CMHAMM procedure 7.5</p>	<p>Financial Status Report (FSR) Quarterly Budget Documents Reserve Account Contributions & Use Residential/CLS Budget to Actual</p>	<p>Quarterly – FSR Annual – CRCS</p>	<p>FSR CRCS</p>

	Inpatient Budget to Actual Analysis of Budget to Actual		
Data compilation and cost determination for rate-setting purposes	*	Annual - Medicaid Utilization Net-Cost Report Annual - Sub Element Cost Report	Medicaid Utilization Net-Cost Report Sub Element Cost Report
FSR, MUNC and Sub-element to PIHP – As detailed in MDCH PIHP contract	*	Quarterly- FSR Annual - Medicaid Utilization Report Annual – Sub Element Cost Report	FSR MUNC Sub Element Cost Report
Local-level verification of the delivery of Medicaid services – As detailed in CMHAMM procedure 4.7	*	Quarterly - Medicaid Claims Verification Audit	Annual PIHP Secondary Medicaid Claims Verification Audit reviewed.
Billing of all third-party payers (as Medicaid is the payer of last resort) – As detailed in MDCH PIHP contract	*	Quarterly - Medicaid Claims Verification Audit Annual – Compliance Audit	Annual PIHP Secondary Medicaid Claims Verification Audit reviewed. Annual Compliance Audit

III. Financial Management

PIHP Retained Activity	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
Establish a budget and financial management system sufficient to monitor revenues and expenditures for the region, monitor changes in the Medicaid population for the PIHP region and the effect on capitated funds received from MDCH, manage financial reserves to meet unexpected demand, determination of methodology for Medicaid payment to local CMHSP/CAs – As detailed in CMHAMM procedure 7.5	Monthly- DEG Eligibility Spreadsheet, Financials Quarterly- FSR Review Quarterly reporting by CMHSP/CA, identify areas of non-compliance, request plan of correction as indicated and report to Affiliation Compliance Committee.	Audit and Management Letter, Compliance Audit Medicaid Claims Verification Audit Medicaid Savings and ISF Summary, ISF Spreadsheet, Affiliation Medicaid-Sub Contract Annual Report to PIHP Governing Body,
Compile of data cost information for weighted average determination, per service, for the region – As detailed in CMHAMM procedure 7.6	Annual- Medicaid Utilization Cost Report	Analysis and comparison of annual Affiliation wide and state wide MUNC reporting
Report FSR and Medicaid Utilization Net Cost reporting to MDCH – as detailed in MDCH PIHP contract	Quarterly FSR Semi- Annual- Medicaid Utilization Cost Report	CRCS for Medicaid Funds
Develop a Risk Management Plan for the PIHP 7.7.3, develop a regional reinvestment strategy for allocation of Medicaid savings, develop and submit Risk Management Plan 7.7.4 to MDCH		Review results of ISF Actuary, Calculate Medicaid Savings and ISF Summary, Calculate ISF spreadsheet in CRCS, Submit Medicaid Savings Reinvestment Strategy to CEI Board of Directors for Approval

IV. Information Systems Management

PIHP Delegated Activity	PIHP Assessment of Capacity and Capability Of CMHSP/CA	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
			<p>For all delegated functions listed, if the annual assessment (or other incremental assessments via ongoing monitoring) indicates a failure by the CMHSP to meet PIHP standards for a delegated activity it will be referred to the Affiliation Compliance Administrator and the Affiliation Compliance Committee for review. For all delegated activities that do not meet the PIHP standards, corrective action will be required that may include a plan of correction.</p> <p>If the CMHSP does not take immediate action to correct the areas of non-compliance then sanctions may be imposed and persistent non-compliance with standards could lead to revocation of delegated activity and possible termination of contract.</p>
<p>Develop and maintain an understanding of MDCH data collection, management, submission, and reporting requirements.</p> <p>DCH Contract, section 6.5.1.</p> <p>(Includes knowledge of up to date DCH documentation and participation in IS Affiliation Workgroup discussion of changes to reporting requirements)</p>		<p>Monthly Affiliation IS Workgroup meeting minutes DCH Submission Tracking</p>	<p>Annual site visit: 02 QI data validation form.xls; 03 Encounter Data Validation form.xls</p>
<p>Collect and accurately report MDCH QI data on time according to CMHAMM and MDCH requirements.</p> <p>(Includes: Documented data extraction and processing methods; Implement and maintain data systems that collect, store, extract, and report QI data; Submit timely QI data formatted as required.)</p> <p>DCH Contract, section 6.5.1.</p>	<p>02 QI Data Validation form.xls (reported by CMHSPs only)</p>	<p>Monthly DCH Submission Tracking.xls</p>	<p>Annual Site Visit: 02 QI Data Validation form.xls Annual Review of 06 DCH Submission Tracking.xls</p>
<p>Communicate immediately and work with CMHAMM IS staff</p>		<p>Monthly Affiliation IS</p>	<p>Annual review of 06 DCH Submission Tracking</p>

to resolve QI data difficulties that prevent correct and timely submission of data and to resolve encounter data difficulties that prevent correct and timely submission of data. DCH Contract, section 6.5.1.		Workgroup meeting minutes DCH Submission Tracking	
Collect and accurately report encounter data on time according to CMHAMM and MDCH requirements. DCH Contract, section 6.5.1. (Includes: Document data extraction and processing methods to sufficiently explain how Encounter data gets created; Implement and maintain data systems that collect, store, extract, and report Encounter data according to MDCH requirements; Validate that Encounter data and reporting formats, values, and logic meet CMHAMM instructions and requirements prior to submission; Ensure that every consumer with an Encounter reported has a QI file; Comply with HIPAA 837 transaction requirements; Submit Encounter files in a timely manner.)	03 Encounter Data Validation form.xls	06 Monthly DCH Submission Tracking.xls	03 Encounter Data Validation form.xls Annual review of Monthly DCH Submission Tracking.xls Annual site visit
Document data extraction and processing methods to sufficiently explain how performance indicator data gets created. DCH Contract, section 6.5.1, and BBA.	04 PI Calculations Validation form.xls		Annual site visit: 04 PI Calculations Validation form.xls
Participate in and complete documentation necessary for information system capabilities assessments, both internal to the PIHP and external (i.e., from MDCH) (Includes: Timely and correct completion of Mini-ISCAT and accompanying attachments; Timely and correct completion of documentation and attachments needed by the PIHP for the ISCAT.) DCH Contract, section 6.5.1., and BBA.	07 Mini-ISCAT Checklist.doc (Information Systems Capabilities Assessment Tool [ISCAT], developed by Heath Services Advisory Group of Arizona)		Annual submission to PIHP of :Mini-ISCAT

IV. Information Systems Management

PIHP Retained Activity	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
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<p>1) Disseminate to the CMHSP's/CA's the specifications for encounter, QI, data submission, including:</p> <ul style="list-style-type: none"> a) Dates due to CMHAMM b) Method of submission to PIHP c) Format of submission to PIHP Annual validation of PIHP PI indicators (1, 2, 3, 4 and 12) conducted at annual site visit. <p>DCH Contract, section 6.5.1.</p>	<p>IS Affiliation Work Group Minutes</p>	<p>Status reports and summary from monitoring tools and corrective action plan results. Annual Review of Monthly DCH Submission Tracking.xls</p>
<p>2) Create and manage data systems that store, extract, process, and submit affiliation-wide 837 encounter and QI data according to MDCH specifications.</p> <p>DCH Contract, section 6.5.1.</p>		<p>Status reports and summary from monitoring tools and corrective action plan results Annual review of Warehouse and 837 Data creation Problems.xls tracking sheet</p>
<p>3) Process and submit affiliation 837 encounter and QI data.</p> <p>(Includes: Accept and convert CMHSP/CA encounter (837) and QI submissions and resubmissions, check them for accuracy and quality, combine them into PIHP files, submit the combined files to MDCH according to their requirements, and store and track status on all files; Accept, understand, and work with error reports provided by MDCH on 837 and QI data submission to correct and resubmit data as require; Generate and distribute error reports to CMHSP/CAs as needed, and work with CMHSP/CAs to obtain corrected data submissions; Provide consultation to CMHSP/CAs (i.e., provide guidance and requirements for solutions to issues on data quality and submission status).</p> <p>DCH Contract, section 6.5.1.</p>	<p>PIHP DCH Submissions Tracking</p>	<p>Annual review of DCH Submissions Tracking</p>
<p>4) Conduct formal assessments of the CMHSP/CA's capacity and capability for carrying out the delegated information systems management activities on an ongoing and annual basis.</p> <p>BBA.</p> <p>(This includes: Interview staff that perform data systems management activities; Inspect and review the CMHSP/CA's data system(s) and/or documentation, including policies, procedures, and guidelines; Compare a</p>	<p>ISCATs (Tools used by Health Services Advisory Group for External Quality Review)</p>	<p>Annual Site Visit: 02 QI Data Validation form.xls 03 Encounter Data Validation form.xls 04 PI Calculations Validation form.xls</p>

<p>sampling of QI and encounter physical records to system data, and system data to submitted QI and encounter data, to validate consumer data is being collected, processed, and reported properly; Create and distribute to the CMHSP/CA the analysis and summary of the findings of the assessment: including: Problems, Solution recommendations or requirements, Request for corrective action plan; Verify that the CMHSP/CA has completed the corrective action, and if not, report to the IS Director and Compliance Committee.)</p>		
<p>5) The Affiliation Compliance Committee will review all assessment results annually, or as needed to meet obligations of the PIHP.</p> <p>(Includes: Regular and annual review of the results of monitoring of delegated CMHSP/CA information system functions; If the regular and annual assessments (or other incremental assessments via ongoing monitoring) indicate failure on the part of the CMHSP/CA to meet PIHP policy and standards, with regard to the information systems management delegated activities, it will then be referred to the PIHP Compliance Committee for review; Should the Compliance Committee ascertain that the CMHSP/CA is not complying satisfactorily with its delegated responsibilities, it will recommend corrective action; Should the CMHSP/CA not take timely action to correct the areas of non-compliance within the agreed upon timeframes, the PIHP Executive Director may then recommend revocation relative to this area of delegation to the PIHP Board of Directors.)</p>		<p>Compliance Committee review of Annual audit results and timely submission of any requested Plans of Corrections.</p>

V. Jail Diversion

PIHP Delegated Activity	PIHP Assessment of Capacity and Capability Of CMHSP/CA	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
			<p>For all delegated functions listed, if the annual assessment (or other incremental assessments via ongoing monitoring) indicates a failure by the CMHSP to meet PIHP standards for a delegated activity it will be referred to the Affiliation Compliance Administrator and the Affiliation Compliance Committee for review. For all delegated activities that do not meet the PIHP standards, corrective action will be required that may include a plan of correction.</p> <p>If the CMHSP does not take immediate action to correct the areas of non-compliance then sanctions may be imposed and persistent non-compliance with standards could lead to revocation of delegated activity and possible termination of contract.</p>
<p>1) <u>Michigan Mental Health Code</u> Section 207 states: "Each community mental health service program shall provide services designed to divert persons with serious mental illness, serious emotional disturbance, or developmental disability from possible jail incarceration when appropriate. These services shall be consistent with policy established by the department."</p> <p>2) <u>DCH/PIHP contract</u> Section 6.8.4 states: "The PIHP shall provide services designed to divert beneficiaries that qualify for MH/DD specialty services from a possible jail incarceration, when appropriate. Such services shall be consistent with the Jail Diversion Practice Guideline. The PIHP will collect data reflective of jail diversion activities and outcomes as indicated in the Practice Guideline."</p>	<p>Clinical standards and guidelines related to contractual obligations with MDCH and 42 CFR are identified by the Affiliation Compliance Administrator and discussed during PIHP PCS meeting. Before any delegation, there is an evaluation of prospective sub-contractor's ability to perform activities to be delegated. The responsible Program</p>	<p>Affiliates are notified of the clinical compliance review schedule. Affiliates are required to submit Jail Diversion data to the PIHP annually. Results from the reviews are presented to the affiliate(s) reviewed, the Affiliation Compliance Committee, and PIHP Senior Management Team. Deficiencies or areas for improvement result in corrective action by the sub-contractor.</p>	<p>PIHP Annual Site Review</p>

	Director (or their designee) is identified and the PIHP Delegation Grid is modified to include the delegated activity.		
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V. Jail Diversion

PIHP Retained Activity	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
Collecting Jail Diversion data from CMHSPs and reporting that data to MDCH as required in the Jail Diversion practice guidelines. Notifying CMHSP's of modifications to the MDCH practice guidelines and/or CMHAMM Jail Diversion procedures.	PIHP Compliance Office will review Jail Diversion data submitted by CMHSP's and report that data to MDCH. PIHP Compliance Administrator will ensure that data is submitted to MDCH as required in the Jail Diversion practice guidelines and CMHAMM procedures	PIHP Annual Site Review

VI. Person Centered Planning

PIHP Delegated Activity	PIHP Assessment of Capacity and Capability Of CMHSP/CA	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
			<p>For all delegated functions listed, if the annual assessment (or other incremental assessments via ongoing monitoring) indicates a failure by the CMHSP to meet PIHP standards for a delegated activity it will be referred to the Affiliation Compliance Administrator and the Affiliation Compliance Committee for review. For all delegated activities that do not meet the PIHP standards, corrective action will be required that may include a plan of correction.</p> <p>If the CMHSP does not take immediate action to correct the areas of non-compliance then sanctions may be imposed and persistent non-compliance with standards could lead to revocation of delegated activity and possible termination of contract.</p>

<p>Section 712 of the mental health code states: (1) "The responsible mental health agency for each recipient shall ensure that a person centered planning process is used to develop a written individual plan of service in partnership with the recipient....."</p> <p>Section 3.4.1 of the DCH contract states: "the mental health code establishes the right for all individuals to have an Individual Plan of Service developed through a person-centered planning process. The PHP shall implement person-centered planning in accordance with the MDCH Person Centered Practice Guideline. This provision is not currently a requirement for service provided through the Medicaid Substance Abuse capitation portion of this contract."</p>	<p>There is an Affiliation Self Determination/Person Centered Planning procedure that outlines requirements and expectations.</p> <p>A SD/PCP training curriculum, along with a resource manual has been developed by the Consumer Empowerment Specialist with guidance from the Affiliation Self Determination workgroup. The curriculum is based on the requirements outlined within the DCH Practice Guidelines and is utilized to meet training requirements.</p> <p>A PCP inventory was also completed for each affiliate agency to determine their compliance with Person Centered Planning and their current ability to comply with the DCH policy and practice guidelines. The PIHP will provide ongoing evaluation the sub-contractors performance of PCP delegated functions during the annual PIHP site review.</p>	<p>The PIHP will utilize a compliance document (Clinical Record Review Form) based on the essential elements of PCP and the DCH PCP site review indicators to complete ongoing reviews of the delegated activities.</p> <p>The Affiliation Compliance Administrator will work with the Affiliation SD workgroup to discuss the PIHP's expectations, train on how to report necessary data, and to utilize this workgroup to disseminate resources and up-to-date compliance requirements.</p>	<p>Reviews will be completed by the PIHP and data will be reviewed with the Affiliation SD Workgroup, the ACA, and the DAO and the Affiliation Compliance Committee.</p> <p>Results will be shared with the Affiliate being reviewed, the Affiliation Compliance Committee and the PIHP Senior Management Group. The PIHP Reviewer and the Affiliation Compliance Administrator will be responsible for identifying any corrective action necessary. The Affiliation Compliance Administrator and the Director of Affiliation Operations are responsible for enforcing the corrective action.</p> <p>Each Affiliate will provide copies of their PCP policies and procedures to the PIHP whenever modifications are made.</p>
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VI. Person Centered Planning

PIHP Retained Activity	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
<p>Development, modification, and monitoring of Affiliation policies and procedures related to PCP.</p> <p>Development, modification, and monitoring of training curriculum and resources to be used Affiliation wide.</p> <p>Development of review tool(s) related to PCP.</p>	<p>Affiliation policies and procedures will be reviewed annually and any necessary modifications will be made.</p> <p>The training resources will be reviewed as needed with any necessary updates or modifications being completed.</p> <p>Review of DCH PCP site review indicators completed annually and any necessary modifications will be made to the review tool (clinical record review form) based on feedback from the DCH site audit and the HSAG site audits.</p> <p>Affiliate CMHSP's will inform the PIHP of any changes made to their local PCP policies and procedures and submit copies when revisions are completed.</p>	<p>A review will occur on an annual basis. The delegated functions and review process will be reviewed with the Affiliation Self Determination Workgroup.</p>

VII. Provider Network

PIHP Delegated Activity	PIHP Assessment of Capacity and Capability Of CMHSP/CA	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
			<p>For all delegated functions listed, if the annual assessment (or other incremental assessments via ongoing monitoring) indicates a failure by the CMHSP to meet PIHP standards for a delegated activity it will be referred to the Affiliation Compliance Administrator and the Affiliation Compliance Committee for review. For all delegated activities that do not meet the PIHP standards, corrective action will be required that may include a plan of correction.</p> <p>If the CMHSP does not take immediate action to correct the areas of non-compliance then sanctions may be imposed and persistent non-compliance with standards could lead to revocation of delegated activity</p>

			and possible termination of contract.
<p>Local assessment of need for provider capacity. The CMHSP/CA shall:</p> <ul style="list-style-type: none"> - Annually evaluate the needed and actual capacity of its provider network and redistribute resources where necessary to ensure timely access and necessary service array to address consumer demands. <p>PIHP procedure 5.1: Provider Network Management, IV. K. Network Sufficiency</p>			<p>Network Sufficiency Assessment shall be a process to be performed annually by the PIHP, with outcomes reviewed with appropriate committees and workgroups.</p>
<p>Local Network development and Management:</p> <ul style="list-style-type: none"> - Manage procurement of local providers sufficient to fulfill all PIHP delegated activities and to meet identified needs, including recruitment of staff (or contracted) interpreters, translators, and bi-lingual/bi-cultural clinicians - Negotiate contracts between the CMHSP/CA and providers based on a procurement method that meets state and federal standards and in accordance with PIHP policy <p>BBA 438.207 – Assurances of Adequate Capacity and Services</p> <p>Medicaid Managed Specialty Supports and Services (09), Section 6.4 – Provider Network Services</p>	<p>Current CMHSP/CA Provider Selection and Network Management Program Description.</p> <p>Review of the CMHSP/CA’s process for making Provider Selection Decisions (procurement and RFP practices).</p>	<p>Quarterly – Report changes in make-up of the CMHSP/CA provider network, via the Provider Data Base</p>	<p>PIHP Provider Network Tool to be reviewed and modified as needed on an annual basis</p> <p>Site visit to the CMHSP/CA and/or members of the respective sub-contracting network may include:</p> <ul style="list-style-type: none"> - interviews with staff who perform Provider Selection and Contract Management activities, -audit of sample of Provider files. - review of CMHSP/CA’s process of establishing payment rates for providers.
<p>Compliance by PIHP Providers with all PIHP Provider Network Management policies and procedures.</p>	<p>CMHSP/CA’s written Provider Selection and Contract Management Policy and Procedures</p>	<p>Copies of updated policies and procedures will be sent to the PIHP.</p>	<p>PIHP Site Review</p>
<p>Coordination and Continuity of Care:</p> <ul style="list-style-type: none"> - Coordination of care with the QHP’s within the CMHSP/CA’s catchment area - Develop relationships with other Health Care providers to ensure coordinated services and appropriate referrals. - Develop service coordination agreements with each of the pertinent public and private community-based organizations and providers to address issues that relate to a shared consumer base. <p>Medicaid Managed Specialty Supports and Services (09), Section 6.4.4 – Collaboration with Community Agencies</p>			<p>PIHP Provider Network Tool</p> <p>Annual site visit to the CMHSP/CA and/or members of the respective sub-contracting network. Site visit may include:</p> <ul style="list-style-type: none"> - interviews with staff who perform Provider Selection and Contract Management activities, -audit of sample of Provider Contracts, - review of CMHSP/CA’s process of establishing payment rates for providers.

<p>Monitor and Evaluate providers. The CMHSP/CA shall:</p> <ul style="list-style-type: none"> - Have an established process for monitoring (at least annually) the performance of each provider relative to the contract. The monitoring process will minimally assess performance and compliance indicators established by the PIHP. 	<p>The PIHP annually monitors subcontractors to assure the delegated function of provider monitoring is being performed as required.</p>		<p>PIHP Provider Network Tool</p> <p>Annual site visit to the CMHSP/CA and/or members of the respective sub-contracting network. Site visit may include:</p> <ul style="list-style-type: none"> - interviews with staff who perform Provider Selection and Contract Management activities, -audit of sample of Provider Contracts, - review of CMHSP/CA's process of establishing payment rates for providers.
<p>III. B <u>Provider Credentialing:</u> CMHSP/CA shall credential providers, as appropriate, in accordance with the Credentialing section in this document.</p> <p>BBA 438.214(b)(2) Provider Selection;</p> <p>Medicaid Managed Specialty Supports and Services (09), Section 6.4.3. Provider Credentialing</p>			
<p>Organizational and Practitioner Credentialing for all providers directly operated by or under sub-contract to the CMHSP/CA</p> <ul style="list-style-type: none"> - CMHSP/CA shall assure that all individuals, whether employed or contracted by the CMHSP/CA to provide clinical or medical services, will be credentialed; and all clinicians and physicians, whether employed or contracted by the CMHSP/CA, will be privileged for each specific function to be performed - Credentialing and privileging shall be age and disability specific according to the populations served. - Credentials shall be verified, by primary source, prior to employment. -Verification shall occur at time of contractor license renewal and renewal of provider agreement. - Copies of all licenses, registrations, and/or certifications shall be kept in the employees' or contractors' files. - Prior to employment, the CMHSP/CA shall verify that the individual is not included in any excluded or sanctioned provider lists. This verification process shall also occur at the time or re-credentialing or contract renewal. - Clinical privileging shall occur at the time of employment and at least bi-annually thereafter. -Monitor sub-contractors, at least annually, with adherence to above. 	<p>Each CMHSP/CA submits own policy and procedure for Credentialing if not using PIHP Credentialing Procedure .</p> <p>CMHSP/CA policies and procedures must be compliant with PIHP Credentialing procedure.</p>	<p>Quarterly report of providers new to the CMHSP/CA panel.</p>	<p>PIHP Provider Network Tool</p> <p>Annual site visit to the CMHSP/CA and/or members of the respective sub-contracting network. Site visit may include:</p> <ul style="list-style-type: none"> - interviews with staff who perform Credentialing activities, -Audit of a random sample of Organizational Providers; and a random sample of the CMHSP/CA credentials files for behavioral health practitioners, to determine compliance with PIHP standards, policy and/or procedures. <p>Review of CMHSP/CA's efforts to improve areas of credentialing non-compliance/poor performance</p>

BBA 438.214 - Provider Selection; Medicaid Managed Specialty Supports and Services (09), attachment 6.4.3.1 – Credentialing and Re-Credentialing Processes			
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VII. Provider Network

PIHP Retained Activity	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
Secure contract with and manage all CMHSP's/CA's.	Develop and maintain all necessary contracts and agreements needed to fulfill the Medicaid Managed Care Specialty Supports and Services Contract with MDCH.	
Establish PIHP Provider network Management policies and procedures	Annual review, or as needed, of Affiliation Policies and Procedures	PIHP Annual Site visit and review
Monitor capacity and demand for services in the PIHP region		Annual PIHP site visit, review of entire PIHP network, Network Adequacy/Sufficiency analysis.
Establish and manage a PIHP-level process for soliciting network provider feedback and/or complaints	Establish and manage a PIHP-level process for soliciting network provider feedback and/or complaints	Annual PIHP site visit, review of entire PIHP network, Satisfaction Surveys.

VIII. Quality Management

PIHP Delegated Activity	PIHP Assessment of Capacity and Capability Of CMHSP/CA	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
			For all delegated functions listed, if the annual assessment (or other incremental assessments via ongoing monitoring) indicates a failure by the CMHSP to meet PIHP standards for a delegated activity it will be referred to the Affiliation Compliance Administrator and the Affiliation Compliance Committee for review. For all delegated activities that do not meet the PIHP

			standards, corrective action will be required that may include a plan of correction. If the CMHSP does not take immediate action to correct the areas of non-compliance then sanctions may be imposed and persistent non-compliance with standards could lead to revocation of delegated activity and possible termination of contract.
Local functions of quality assurance and management. These activities shall include: - conduct local quality and performance assessments, - develop and implement a Quality Improvement Program in accordance with Attachment C6.8.1.1 of the General Fund (Managed Specialty Supports and Services) Contract with the MDCH, - ensure that Best Practice Guidelines are adhered to, - ensure that compliance issues are adequately addressed and reported to the PIHP. PIHP Contract Attachment 6.7.1.1	Implement CMHAMM's QI Plan, updating annually.	Participation in PIHP Quality Improvement Workgroup. Quarterly Record Review data to PIHP, review in QI Workgroup	Secondary review of a sample of record reviews during annual PIHP site visit.
Quarterly submission of aggregate quality indicator data to PIHP. PIHP Contract Attachment 6.7.1.1		Quarterly review of data at Affiliation QI Workgroup prior to submission to MDCH Quarterly submissions of Plans of Corrections to be submitted to PIHP Director of Quality/designee for performance indicators found to be out of compliance.	Annual validation of PIHP PI indicators (1, 2, 3, 4 and 12) conducted at annual site visit.
Conduct two Performance Improvement Projects (PIPs) during each Medicaid waiver period. PIHP Contract Attachment 6.7.1.1	CMHSP participates in design of PIP	Ongoing submission of data as indicated in PIP	Annual report to MDCH Annual QI report
Coordination and Continuity of Care: Implement procedure to coordinate the services that the CMHSP/CA furnishes to the consumer with the services that	Maintains and distributes a Local Consumer Handbook with PIHP information	Quarterly discussion at QI Workgroup of PIP and recommendations.	Annual QI Report

the consumer receives from other entities. PIHP Contract Attachment 6.7.1.1	regarding coordination of care.		
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VIII. Quality Management

PIHP Retained Activity	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
Develop and approve a Quality Assurance Performance Improvement Program and annual plan for PIHP PIHP Contract Attachment 6.7.1.1	Quarterly reports of activity in QI Workgroup	Annual report of PIHP's QI Plan activities and updated PIHP QI Plan to Governing Board and to Director of Affiliation Operations, PIHP Steering Committee and PIHP QI Workgroup
Review and Analysis of CMHSP's Quality activities and reports. These shall include: - Performance indicators - Critical Incidents and Sentinel Events - Consumer Input (e.g., Consumer Surveys, Dissatisfaction Reports, Focus Groups) PIHP Contract Attachment 6.7.1.1	Review Quarterly reporting by CMHSP/CA, identify areas of non-compliance, request plan of correction as indicated and report to Affiliation Compliance Committee.	Annual site visit.
Disseminate to CMHSPs/CAs the specifications for Performance Indicator data submission including: a) dates due to CMHAMM b) methods of submission c) format of submission Contract Attachment 6.7.1.1	Done during CMHAMM QI Workgroup meetings.	Status report and summary from monitoring tools and corrective action plans results.

IX. Self-Determination

PIHP Delegated Activity	PIHP Assessment of Capacity and Capability Of CMHSP/CA	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
			<p>For all delegated functions listed, if the annual assessment (or other incremental assessments via ongoing monitoring) indicates a failure by the CMHSP to meet PIHP standards for a delegated activity it will be referred to the Affiliation Compliance Administrator and the Affiliation Compliance Committee for review. For all delegated activities that do not meet the PIHP standards, corrective action will be required that may include a plan of correction.</p> <p>If the CMHSP does not take immediate action to correct the areas of non-compliance then sanctions may be imposed and persistent non-compliance with standards could lead to revocation of delegated activity and possible termination of contract.</p>
<p>Section 3.4.4 of the DCH contract states: "It is the expectation that PIHP's will assure compliance among their network of service providers with the elements of this policy. This will mean that the PIHP will assure, when arrangements that support the pursuit of self-determination are sought by adult consumers (self-determination is an option for adult consumers, no consumer is mandated to use self-determination approaches), developed and offered, by the PIHP, that they conform to the elements of the policy and practice guideline."..... the implementation expectations for this policy are aimed at fostering continual learning and improvement in the</p>	<p>There is an Affiliation Self Determination/Person Centered Planning procedure that outlines requirements and expectations.</p> <p>A SD/PCP training curriculum along with resource manual was developed by the Consumer Empowerment Specialist</p>	<p>A SD Status Tool outlining each requirement of the DCH Practice Guideline was developed in August 2004 to provide an analysis of where each Affiliate agency was at with the implementation and compliance of SD. The tool was completed by a designated member from each agency.</p>	<p>Reviews of compliance with policy and procedures will be completed by the Affiliation Compliance Administrator and will be reviewed with the Affiliation SD Workgroup and the DAO.</p> <p>Results will be shared with the Affiliate being reviewed, the Affiliation compliance committee and the PIHP Leadership group. The Affiliation Compliance Administrator, along with input from the Affiliation compliance committee and the DAO, will be responsible for identifying any corrective action necessary and enforcing the corrective action.</p>

<p>implementation of the self determination elements.... "Reviews of the PIHP performance, in the area of Self Determination, will emphasize continuous quality improvement approaches applying teaching, coaching, mutual learning, and exploring best practice rather than a static compliance approach."</p>	<p>with guidance from the Affiliation Self Determination workgroup. The curriculum is based on the requirements outlined within the DCH Practice Guidelines.</p> <p>An inventory was completed for each affiliate agency to determine their compliance with Self Determination and their current ability to comply with the DCH policy and practice guidelines.</p> <p>The PIHP will provide ongoing evaluation the sub-contractors performance of the SD delegated functions.</p>	<p>A SD Measurement Tool was developed to measure whether an individual gains more control over the choices they make in their life and are engaging in meaningful activities of their choosing.</p> <p>A tracking document has been developed that tracks compliance issues as well as individual service budgets throughout the Affiliation.</p> <p>The Level of Self Determination Involvement Scale was develop to track how many components of SD an individual is participating in.</p> <p>The Affiliation SD workgroup will be trained on how to report the data and on what the PIHP's expectations are. This workgroup will also determine how often these tools will be used and will monitor the data reported.</p>	<p>Each Affiliate will provide copies of their SD policies and procedures to the PIHP as changes or modifications are completed.</p>
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IX. Self-Determination

PIHP Retained Activity	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
Development, modification, and monitoring of Affiliation policies and procedures related to SD.	Affiliation policies and procedures will be reviewed annually and any necessary modifications will be made.	A review will occur on an annual basis. The delegated functions and review process will be reviewed with the Affiliation Self Determination Workgroup.

Development, modification, and monitoring of training curriculum and resources to be used Affiliation wide.	The training curriculum will be reviewed as needed with any necessary updates or modifications being completed.	
Development of review tool(s) related to SD.	Review of DCH contract requirements completed annually and any changes will be reviewed with the Affiliation SD workgroup and monitoring tools will modified as needed.	

X. Utilization Management

PIHP Delegated Activity	PIHP Assessment of Capacity and Capability Of CMHSP/CA	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
			<p>For all delegated functions listed, if the annual assessment (or other incremental assessments via ongoing monitoring) indicates a failure by the CMHSP to meet PIHP standards for a delegated activity it will be referred to the Affiliation Compliance Administrator and the Affiliation Compliance Committee for review. For all delegated activities that do not meet the PIHP standards, corrective action will be required that may include a plan of correction.</p> <p>If the CMHSP does not take immediate action to correct the areas of non-compliance then sanctions may be imposed and persistent non-compliance with standards could lead to revocation of delegated activity and possible termination of contract.</p>
<p>Initial approval or denial of requested service:</p> <ul style="list-style-type: none"> - Initial assessment for and authorization of psychiatric inpatient services - Initial assessment for and authorization of psychiatric partial hospitalization services <ul style="list-style-type: none"> - Initial and ongoing authorization of services to individuals receiving community-based services - 	Each CMHSP/CA will maintain a local procedure for authorizing services. The CMHSP/CA's will also utilize the PIHP procedure for conducting quarterly level of care reviews for emergent and non-emergent cases.	Each CMHSP/CA will maintain quarterly data in preparation for the annual PIHP site review.	Each CMHSP/CA will notify/update the PIHP when any changes have occurred within the local authorization of services process. The PIHP will conduct an annual site review utilizing a stratified random sampling of cases in order to monitor the local authorization process.

<p>DCH/PIHP Contract Attachment P 3.1.1: Access Standards</p> <ul style="list-style-type: none"> - Grievance and Appeals, Second Opinion management, coordination and notification <p>42 CFR: 438.400 42 CFR : 438.416</p> <ul style="list-style-type: none"> - Communication with consumers regarding UM decisions, including adequate and advance notice, right to second opinion and grievance and appeal 	<p>Affiliates to utilize PIHP procedure</p>	<p>Quarterly Submission by CMHSP of Grievance and Appeal Logs and Clinical Record Review data.</p>	<p>Affiliates to utilize PIHP procedure</p>
<p>Local-level Concurrent and Retrospective Reviews of affiliate Authorization and Utilization Management decisions/activities to internally monitor authorization decisions and congruencies regarding level of need with level of service, consistent with PIHP policy, standards and protocols.</p> <p>42CFR: 438.210: Coverage and Authorization of Services</p>	<p>Each CMHSP will create and maintain a written procedure for conducting local level of care reviews in accordance w/the PIHP policy/procedure. The PIHP will conduct annual secondary reviews during site visits to monitor the process.</p>		<p>Each CMHSP/CA will notify/update the PIHP when any changes have occurred within the local authorization of services process. The PIHP will conduct an annual site review utilizing a stratified random sampling of cases in order to monitor the local authorization process in regards to level of care compliance.</p>
<p>Persons who are enrolled on a habilitation supports waiver must be certified as current enrollees and be re-certified annually. A copy of the certification form must be in the individual's file and signed by the local CMHSP representative.</p> <p>Medicaid Provider Manual, Section 15</p>	<p>The PIHP will ensure each provider has a process to ensure that the habilitation supports waiver certification forms are obtained and maintained in the clinical record and contain the required signature.</p>	<p>Review of DCH site review indicators will be completed annually and changes in process will be made based on feedback from the DCH site audit.</p>	<p>The PIHP will monitor that each provider is completing the habilitation supports waiver re-certification annually and contains the signature of the CMHSP representative. This occurs as part of the PIHP site review process.</p>

X. Utilization Management

PIHP Retained Activity	Ongoing Monitoring and Reporting Requirements	Annual Assessment of Functioning
Development, adoption and dissemination of Practice	Practice Guidelines reviewed and revisions made on an as	The PIHP currently conducts annual level of care

<p>Guidelines (PGs), Medical Necessity Criteria, and other Standards to be used by the local CMHSP/CAs.</p> <p>42 CFR: 438.236: Practice Guidelines</p>	<p>needed basis.</p>	<p>reviews to assure that the PIHP PGs, Medical Necessity Criteria, and other standards are being utilized when authorization decisions have been made. Practice Guidelines to be reviewed and updated, minimally, on an annual basis.</p>
<p>Development, modification and monitoring of PIHP UM Policy, Procedures and Annual Plan.</p>	<p>Annual, or as needed, review of Affiliation Policies and Procedures</p>	
<p>Review and Analysis of the CMHSP's/CA's quarterly utilization activity and reporting of services. Annual review of each CMHSP's/CA's and the PIHP's overall Utilization Activities.</p>	<p>The PIHP will monitor and review that each CMHSP/CA is conducting quarterly level of care reviews in compliance w/ the PIHP procedure.</p>	<p>Annual report of PIHP's Service Authorization and Utilization Management submitted to appropriate workgroups annually.</p>