

SANILAC COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE PROCEDURE

NUMBER: DA1054

NAME: NETWORK MONITORING

INITIAL APPROVAL DATE:	01/08/2003	BY: Administrative Committee
(LAST) REVISION DATE:	04/04/2023	BY: CIO
(LAST) REVIEW DATE:	04/20/2023	BY: Policy Committee
DISCONTINUED DATED:	N/A	REPLACED BY: N/A

I. PURPOSE

To assure that all contracted agencies and persons providing services to Sanilac County Community Mental Health Authority (Sanilac CMH) individuals meet all applicable goals and standards.

II. APPLICATION

Populations: ALL
Programs: Contracted - ALL

III. PROCEDURE

All contract providers of service to Sanilac CMH individuals will be required to meet all applicable legal standards, as well as those of Sanilac CMH and its funding, accrediting and regulatory bodies. This includes but is not limited to; requirements for licensure and accreditation, reporting and documentation, privileging and credentialing, recipient rights and training, person centered planning and individual satisfaction, safety, and health.

IV. DEFINITIONS

None

V. STANDARDS

Provider monitoring will be according to the attached table. Annually the appropriate department Chief/Supervisor/designee will complete a review of the Service Provider Network's contract performance on the established goals and standards in each agreement. The reviewers shall consist of at a minimum one representative from each of the following groups: Contract Management, Recipient Rights, Human Resources, Clinical, Finance, and Data Management. Contract Management will share the report of the review and findings with the Administrative Committee. Any identified areas of significant non-compliance will require an acceptable plan of correction approved by the Administrative Committee. A Summary Report of the review and findings will be presented to the CMH Board for acceptance.

VI. ATTACHMENTS

Contract Monitoring Tool

VII. REFERENCES

BA028- Credentialing and Privileging
BA045 – Network Management and Monitoring
BA048- Contract Attachments

Standard/ Requirement	Applicable Entity	Proof/Source	Verified by (Please initial)	Date Verified	Compliance (circle)	References
Contract	All Providers of consumer services	Contract document	Contract Management		Yes No NA	Policy BA045 Policy BA050 Mental Health Code Section 330.1228 Region 10 Policy 01-06-02 PIHP Contract, Part I, Section 37.0 and 38.0; & Attachment P 37.0.1 MDHHS Contract, Part II, Section 6.4
Performance Goals						
Performance Indicator 1: # of substantiated complaints/year for abuse or neglect	All Providers of consumer services	RRO	RRO		Yes No NA	Sanilac CMH Service Contract, Section V.I. and Attachment C
Performance Indicator 1a: Were all RR Plans of Correction completed successfully?	All Applicable Entities	RRO	RRO		Yes No NA	Sanilac CMH Service Contract, Section V.I. and Attachment C
Performance Indicator 2: % staff trained in RR within 30 days of hire, and/or received annual refresher	All Providers of consumer services	Site Review - copy of certification	RRO		Yes No NA	Sanilac CMH Service Contract, Section V.I. and Attachment C
Performance Indicator 3: % staff providing service who meet Sanilac CMH Credentialing Standards	Clinical Service Providers	P&C Application	P&C		Yes No NA	Sanilac CMH Service Contract, Section V.I. and Attachment C
Performance Indicator 4: % staff upon whom a law enforcement check was completed before hire	All Providers of consumer services	Provider	P & C and Contract Management		Yes No NA	Sanilac CMH Service Contract, Section V.I. and Attachment C
Licensure						
Licensure: Professional	Clinical Service Providers	License (copy)	Contract Management		Yes No NA	PIHP Contract, Part II. Section 7.1 and Attachment P 7.1.1. MDHHS Contract, Part II, Section 6.4.2 Policy BA045 Sanilac CMH Service Contract, Section V.Q.
Licensure: Home	Residential Providers	CIS License (copy)	Contract Management		Yes No NA	PIHP Contract, Part II Section 7.1 and Attachment P 7.1.1. MDHHS Contract, Part II, Section 6.4.2 Sanilac CMH Service Contract, Section V.Q Policy BA045
Licensure: Home Certification	Residential Providers	CIS License (copy)	Contract Management		Yes No NA	Sanilac CMH Service Contract, Section V.Q Policy BA045

Standard/ Requirement	Applicable Entity	Proof/Source	Verified by (Please initial)	Date Verified	Compliance (circle)	References
Privileging	Clinical Service Providers	Privilege document	P&C		Yes No NA	PIHP Contract, Part II Section 7.1 and Attachment P 7.1.1 MDHHS Contract, Part II, Section 6.4.2 Sanilac CMH Service Contract, Section V.Q. and Attachment D Policy BA028 Policy BA045
Accreditation	Providers who are accredited	Certificate (copy)	Contract Management		Yes No NA	Sanilac CMH Service Contract, Section V.P. Policy BA045
Insurance						
Insurance: Commercial General Liability Insurance	All Providers of consumer services	Policy (copy)	Contract Management		Yes No NA	Sanilac CMH Service Contract, Section VII.H. and Attachment A
Insurance: Professional Liability Insurance	All professional service providers	Policy (copy)	Contract Management		Yes No NA	Sanilac CMH Service Contract, Section VII.H. and Attachment A
Insurance: Workman's Compensation or Exception Letter	All professional service providers	Policy (copy)	Contract Management		Yes No NA	Sanilac CMH Service Contract, Section VII.H. and Attachment A
Insurance: Auto	All Providers of consumer services	Policy (copy)	Contract Management		Yes No NA	Sanilac CMH Service Contract, Section VII.H. and Attachment A
Financial Stability						
Financial Stability	All Providers of consumer Services	Proof of Solvency (new contracts). Quarterly Statement of Revenue and Expenditures	Contract Management		Yes No NA	Sanilac CMH Service Contract, Sections III.D., VI.C. and VI.D.
Revenue & Expenditures	All Budgeted residential Providers	Revenue & Expenditure Reports	Contract Management		Yes No NA	Sanilac CMH Service Contract Section III.D.
Contract Expenditures	All service Providers	YTD contract expense report	Contract Management		Yes No NA	Sanilac CMH Service Contract Section III.D.
Compliance Reviews						
HIPAA Security Audit	Residential Providers	Completed HIPAA Security Audit Report	Compliance Officer		Yes No NA	Sanilac CMH Service Contract Section V.N.
Corporate Compliance Flyer	Residential Providers	Posting in Home	Compliance Officer		Yes No NA	Sanilac CMH Policy Mandate Email 3/7/2018
Compliance Logs	Residential Providers	Monthly Compliance Logs	Compliance Officer		Yes No NA	Sanilac CMH Policy Mandate Email 3/7/2018
Police checks						
Police Checks: Background Check prior to hire	All Providers of consumer services	Site Review - copy of background check	P & C and Contract Management		Yes No NA	Sanilac CMH Service Contract, Attachment E

Standard/ Requirement	Applicable Entity	Proof/Source	Verified by (Please initial)	Date Verified	Compliance (circle)	References
Police Checks: Background Check completed biannually	All Providers of consumer services	Site Review - copy of background check	P & C and Contract Management		Yes No NA	Sanilac CMH Service Contract, Attachment E
Recipient Rights						
RR Training: Initial	All Providers of consumer services	Site Review - copy of certification	RRO		Yes No NA	Mental Health Code Sections 330.1755(2)(f)(i) and (5)(f) Sanilac CMH Service Contract, Section V.R. and Attachments C and E
RR Refresher Training: Annually	All Providers of consumer services	Site Review - copy of certification	RRO		Yes No NA	Mental Health Code Sections 330.1755(2)(f)(i) and (5)(f) Sanilac CMH Service Contract, Section V.E. and Attachments C and E
Rights Complaints	All Providers of consumer services	RR Report	RRO		Yes No NA	Sanilac CMH Service Contract Section V.E. Sanilac CMH Service Contract Attachments C and E
RR Policies	Hospital and Clinical Agency Providers	RR Review	RRO		Yes No NA	Mental Health Code Section 330.1755(5)(g) Sanilac CMH Service Contract Section V.E and Attachment C Policy BA048
Trainings						
Corporate Compliance	All Providers of consumer Services	Training	Training		Yes No NA	Sanilac CMH Service Contract, Section V.N., VI.B. and Attachment E
DCH training	Residential Providers /Staff	Staff Certificates	Training		Yes No NA	Sanilac CMH Service Contract, Sections VI.B.3, VI.B.4 and Attachments E and H
IPOS Training	All Providers of consumer services	Sign in sheet & Site Review	Contract Management		Yes No NA	Sanilac CMH Service Contract, Section V.I B.3.c Medicaid Manual; MDHHS Audit 2022
Cultural Competency and Implicit Bias Reduction Training	All Providers of consumer services	Sign in sheet	Training		Yes No NA	CARF Sections 1.A.5 and 1.I.6 MDHHS Contract Part II, Section 3.3.3 Region 10 PIHP Policy Chapter 5 Section 1 Subject 3 Sanilac CMH Service Contract Section V.L. Attachment H Policy BA045

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LEP training	All Providers of consumer services	Sign in sheet	Training		Yes No NA	MDHHS Contract, Part One, Section 15.7 and Part Two, Section 3.3.2 PIHP Contract, Part One, Section 18.1.6 Sanilac CMH Service Contract Section V.K., Attachment H Policy BA045
HIPAA Training	All Residential Providers of consumer services	Sign in sheet	Training		Yes No NA	MDHHS Contract Part I. Section 15.8 and Part II, Section 6.4.1 Region 10 PIHP HIPAA Privacy and Security Measures Chapter 3 Section 3 Subject 1 Subsection E.
Billing						
Activity Reporting	All Providers of consumer services	Reimbursement Audit	Reimbursement		Yes No NA	Sanilac CMH Service Contract Sections III.C. and IV Sanilac CMH Service Contract Attachment E
Documentation	All Providers of consumer services	Reimbursement Audit	Reimbursement		Yes No NA	Sanilac CMH Service Contract Sections II.B.5; III.D, IV and VI.A. Sanilac CMH Service Contract Attachment E
Timely Clean Claims submission	All Providers of consumer services	Claims forms	Finance		Yes No NA	MDHHS Contract Part II. Section 6.6.3 PIHP Contract Part II. Section 7.8.2 Sanilac CMH Service Contract Section III.C.
Annual Site Assessment						
Site Survey (RR)	All sites where consumers receive services	RR Monitoring Assessment	RRO		Yes No NA	Mental Health Code Section 330.1755(5)(e)
House Rules	Residential Providers	RR Monitoring Assessment	RRO		Yes No NA	Mental Health Code Section 330.1726(3) and 330.1728(3)
Property Management Inspection	All leased homes	Review form	Contract Management		Yes No NA	CARF Sections 1.H.13 and 1.H.14 Mental Health Code Section 330.1755(5)(e) Lease Agreement, Section #16
Individual's Home Council Meeting	Residential Providers	Home Council Meeting Form	Contract Management		Yes No NA	Sanilac CMH Service Contract Section V.F, Attachment E

Standard/ Requirement	Applicable Entity	Proof/Source	Verified by (Please initial)	Date Verified	Compliance (circle)	References
HCBS Checklist & Plan of Correction Review	Residential Providers	Plan of Correction Forms & HCBS Checklist	Contract Management		Yes No NA	Sanilac CMH Service Contract Section V.F, Attachment E

Network Monitoring Team Comments / Recommendations: