

## **CONTRACT MONITORING/PROVIDER QUALITY REVIEW**

1. CMHSP Responsibilities
  - a. CMHSP will assign staff to assure regular monitoring and reporting on the Provider's day-to-day performance, as well as monitoring performance improvement and compliance with all stated requirements.
  - b. CMHSP has the right and authority to investigate alleged or suspected compliance violations by the Provider, a subcontractor or any employee, owner, or governing body member.
  - c. CMHSP will accept the provider quality review completed by the LRE or another CMHSP/PIHP for services provided outside the Region conducted in the same year.
  
2. Provider Responsibilities
  - a. The Provider agrees to cooperate with the PIHP and/or CMHSP in carrying out contract monitoring responsibilities.
  - b. The Provider agrees to produce requested documents in a timely manner that assist with the monitoring function.
  - c. The Provider shall submit a Plan of Correction to correct any deficiencies noted as a result of site review/audit findings. Plans of correction must specifically address the partial- or non-compliance elements, a date for achieving compliance, and plans to avoid the non-compliance in the future. Any non-compliance past the date approved in the plan of correction may result in sanctions. Non-compliance of performance indicators related to case record documentation may result in a return of funds already paid.
  - d. Should the LRE identify an area of correction outside of the site review process where a simple change is needed to correct the situation, the LRE will identify a date by which the correction must be complete and proof to be submitted. Any non-compliance that continues after that date may result in a plan of correction up to and including sanctions.
  - e. Examples of non-compliance include not meeting performance indicator goals and not submitting a plan of correction within the required timeframe, not meeting training requirements, and late data submission. This is not intended to be an exhaustive list and is written for example purposes only.
  - f. The Provider may request initiation of the Network Provider Grievance and Appeals process as identified in LRE Policy 4.7.
  
3. LRE Responsibilities
  - a. LRE shall complete full provider quality review at least every fiscal year at the provider agency.
  - b. LRE shall prepare a report summarizing the finding from the on-site reviews and shall forward a copy of the report to the Provider within thirty (30) days of the completion of the Site Review. This report will be copied to the CMHSP Executive Director and any other staff designated by the CMHSP Executive Directors as well as the CMHSP Recipient Rights Directors. Per the MDHHS Reciprocity and Efficiency Policy (MDHHS/PIHP Contract Attachment P7.3.1.1), the LRE will share a copy of the completed provider quality review report with any CMHSP and/or PIHP outside the LRE region when requested.
  - c. LRE has the right and authority to investigate alleged or suspected compliance violations by the Provider, a subcontractor or any employee, owner, or governing body member.
  - d. LRE will accept a provider quality review completed by another CMHSP/PIHP for services provided outside the Region conducted in the same fiscal year.

Attachment D – Contract Monitoring/Provider Quality Review

- e. LRE staff will monitor Plans of Correction up to conducting follow-up reviews to verify that action plans have been implemented. Any documentation created as the result of the monitoring of Plans of Correction will be shared with the CMHSP Executive Director and any other staff designated by the CMHSP Executive Directors as well as the CMHSP Recipient Rights Directors.