



PENINSULA RSN

PROVIDER MONITORING POLICIES AND PROCEDURES

Policy Name: MONITORING OF CONTRACTORS

Policy Number: 9.02

Reference: 42 CFR 438.201, 206, 207; WAC 388-865-0284;
DSHS Contract

Effective Date: 8/2004

Revision Date(s): 12/2011

Approved by: PRSN Executive Board

CROSS REFERENCES

- Plan: Quality Management Plan
- Policy: Corrective Action Plans
- Policy: Provider and Subcontractor Administrative Review

PURPOSE

The Peninsula Regional Support Network (PRSN) shall monitor contracted providers for compliance with contract requirements and state and federal regulations.

PROCEDURE

1. The PRSN monitors contractor compliance and performance by a variety of means
 - Contractor licensing and certification is monitored during the annual PRSN administrative reviews.
 - Statistical monitoring is performed quarterly in the PRSN performance reports.
 - Contractor performance is compared to statewide standards on specific performance measures.
 - Timely access to services is monitored through MIS data reports.
 - A random sample of clinical files is reviewed monthly, at a minimum totaling 500 charts in a year.

- A standardized clinical chart review is utilized, as well as targeted/ focused chart reviews such as Practice Guidelines and zero PRATs.
 - Files are reviewed for data accuracy against the PRSN database.
 - Exhibit N Complaint form is compiled quarterly and monitored for patterns of complaints that bears investigation by PRSN staff and the Quality Improvement Committee.
 - PRSN monitors and oversees the agency semi-annual revenue and expense reports submitted to the PRSN.
 - PRSN conducts annual delegation agreements/plan reviews.
2. The PRSN conducts annual PRSN provider and subcontractor administrative reviews, targeting areas of trend and corrective action from previous reviews.
- The PRSN will:
- Deliver to the provider copies of the format of the review at the time of review, or earlier.
 - Report the results of the review in writing to the provider, including areas needing improvement or other acts of non-compliance, within 30 calendar days of the completion of the review.
 - Identify required redress or repair and the time limits, and the form or format or other evidence that the provider is required to submit in order to be considered compliant.
 - Report to the provider the possibility of punitive response as may result from failure to comply.
3. Contractor performance on statewide data collection programs is monitored.
- MHSIP results are monitored for each agency, annually.
 - The PRSN requests the Washington Institute for Mental Illness Research and Training to over-sample our contracted providers, per survey event.

MONITORING

1. This policy is a mandate by contract and statute. This policy is monitored through use of PRSN:
- Annual PRSN Provider and Subcontractor Administrative/ Subdelegated Review
 - Monthly Provider Chart Reviews
 - Exhibit N Provider Complaint and PRSN Grievance Tracking
 - Biennial Provider Quality Review Team review
 - Quarterly Provider Performance Reports

- Quality Management Plan activities, such as review targeted issues for trends and recommendations.
 - Review of previous provider corrective action plans related to the Age and Cultural Competence policy, including provider profiles related to performance on targeted indicators.
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.