

POLICY/PROCEDURE TITLE: Contract Development and Monitoring POLICY/PROCEDURE #: 705 Section: Provider Network Developed and maintained by: Administrative Services Director Scope: <input checked="" type="checkbox"/> ACCMHS Staff <input type="checkbox"/> MH/IDD, <input type="checkbox"/> Housing, <input type="checkbox"/> SUD, <input type="checkbox"/> Integrated Health, <input checked="" type="checkbox"/> ACCMHS Contract Providers <input type="checkbox"/> Other _____	Approved By: _____ (Executive Director)	
	Approved By: _____ (Medical Director; as applicable)	
	DATES	
	First Effective	05/1995
Revised	12/2020	
Supersedes	12/2019	

POLICY

It is the policy of Allegan County Community Mental Health Services (ACCMHS) to develop, negotiate and manage contracts for services for Individuals served by ACCMHS (Individual(s)), monitor compliance with all aspects of the contracts, conduct reviews for evidence of abuse and/or fraud, inform providers of performance and sanction providers as necessary.

ACCMHS shall assure that the provider network permits meaningful Individual choice and is in compliance with regulatory requirements and the performance expectations of the Pre-paid Inpatient Health Plan (PIHP).

PROCEDURES

A. Contract Development

1. Contracts shall be established with all providers delivering services to Individuals on behalf of Allegan County Community Mental Health Services (ACCMHS).
2. Contracts shall
 - a. Specify in measurable terms the obligations of the parties
 - b. Identify the term of the contract
 - c. Require individual practitioners and organization providers to be credentialed according to ACCMHS and Michigan Department of Health and Human Services (MDHHS) credentialing requirements
 - d. Address timely access to services
 - e. Address that providers are 24/7 when the services are the type that require 24 hour availability
 - f. Address mechanisms to resolve contract disputes

B. Contract Requirements and Expectations (not exhaustive)

1. Communication to Providers on Requirements & Expectations
ACCMHS will assist providers in understanding the contract requirements
2. Communication from Providers on Negative Action
 - a. It is the responsibility of the provider to communicate negative actions

- b. Actions requiring notification include, but are not limited to:
 - 1) Loss of accreditation
 - 2) Loss of insurance
 - 3) Unfavorable financial audit
 - 4) Successful litigation claim against the Provider
 - 5) Loss of substance abuse license or any licensure
 - 6) Loss or change in Adult Foster Care or Child Placing Licensing
 - 7) Reports of substantiated violations of State or Federal rules or regulations (i.e., Special Investigation Reports with substantial rule violations conducted by DHS Bureau of Children and Adult Licensing)
 - 8) Any claim, allegation, financial loss or change in credentialing that can negatively impact the provider
 - 9) Sentinel Events (in accordance with ACCMHS Incident, Critical Incident and Sentinel Event policy and procedure) must be reported as soon as possible and no later than 24 hours after occurrence
- 3. Provider Sanctions
 - a. Unsatisfactory performance, lack of response, failure to submit plan of correction within required timeframe and/or discovery of significant risks (e.g., health hazard, injury, loss, exposure) may result in the application of a sanction.
 - b. The focus of provider sanctions (compliance activities) shall be on continuous improvement, as appropriate.
 - c. Providers will be sanctioned based on the severity and frequency of the contractual violation(s) in accordance to the Provider Contract Compliance policy and procedure.
- C. Provider Monitoring**

Individuals and organizations under contract with ACCMHS for the provision of services are subject to the ongoing monitoring by ACCMHS as defined by the Provider Network Monitoring policy and procedure.
- D. Dispute Resolution**

The provider dispute resolution process applies only to contractual disputes or compliance/performance disputes in accordance with ACCMHS Provider Dispute Resolution policy and procedure.