

Policy & Procedure

<p>POLICY/PROCEDURE TITLE: Contract Development and Monitoring</p> <p>POLICY/PROCEDURE #: 705</p> <p>Section: Provider Network</p> <p>Developed and maintained by: Administrative Services Director</p> <p>Scope: <input checked="" type="checkbox"/> OnPoint Staff <input type="checkbox"/> MH/IDD, <input type="checkbox"/> Housing, <input type="checkbox"/> SUD, <input type="checkbox"/> Integrated Health, <input checked="" type="checkbox"/> OnPoint Contract Providers <input type="checkbox"/> Other _____</p>	<p>Approved By: <u>Mark Anttila</u> (Chief Executive Officer)</p> <p>Approved By: _____ (Medical Director; as applicable)</p>
DATES	
First Effective	05/1995
Revised	03/2025
Reviewed	03/2025

POLICY

It is the policy of OnPoint to develop, negotiate and manage contracts for services for Individuals served by OnPoint (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.

OnPoint 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 OnPoint.
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 OnPoint 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. Providers shall ensure that clients are not segregated in any way from other individuals receiving services. OnPoint will review this expectation with provider at time of onboarding and monitor via quality monitoring reviews.
2. Initial and Ongoing communication between OnPoint and providers shall take place regarding requirements and expectations.

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- a. OnPoint will assist providers in understanding the contract requirements. Opportunities for communication, education on contract requirements and opportunities to ask questions will be available during onboarding meetings, Provider Network Meetings, and individual contract meetings, at will have an OnPoint Provider Network point person identified to provide ongoing support to the provider.
 - b. During the onboarding of a new provider, OnPoint will review with the provider all policies and procedures that pertain to contracted provider. Providers shall also be notified that Provider Network policies and procedures can also be found on the OnPoint website.
3. 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 claims 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 OnPoint Incident, Critical Incident and Sentinel Event policy and procedure) must be reported as soon as possible and no later than 24 hours after occurrence
4. 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 OnPoint for the provision of services are subject to the ongoing monitoring by OnPoint 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 OnPoint Provider Dispute Resolution policy and procedure.