

**NORTHERN MICHIGAN REGIONAL ENTITY
ADMINISTRATIVE MANUAL**

PROCEDURE NAME: PIHP ANNUAL MONITORING PROCEDURE
CHAPTER: FOUR – QUALITY ASSURANCE & PERFORMANCE IMPROVEMENT
PROCEDURE #: 04-02-004
EFFECTIVE DATE: May 7, 2014

PURPOSE

This procedure outlines the process to be used by the PIHP to perform regular, annual reviews of the CMHSPs. These reviews are intended to better prepare the PIHP for MDCH site reviews, monitor compliance with federal and state regulations, and to review the performance of delegated functions.

APPLICATION

This policy applies to the five Member Community Mental Health Services Programs (CMHSPs).

PROCEDURES

- I. Annual Monitoring Review Process

Annually the Northern Michigan Regional Entity monitoring team will conduct a review of the CMHSPs. The review will consist of a desk audit and an on-site review. The NMRE monitoring team may consist of the following positions: Customer Relations Manager, Provider Network Manager, Regulatory Compliance Coordinator and Quality Manager.

 - A. Desk Audit

Sixty days prior to conducting the on-site monitoring, the Provider Network Manager will submit to the CMHSPs a list of requested materials to be forwarded to the NMRE within 30 days. Thirty days prior to onsite visit, The NMRE monitoring team will conduct a desk audit of the materials provided by CMHSPs. Results of the desk audit will be reviewed with the CMHSPs on the first day of the on-site review.
 - B. On-Site Review

Sixty days prior to the on-site review, the CMHSPs will receive an agenda outlining the NMRE monitoring team’s agenda. One week prior to the on-site review, the CMHSPs will receive a list of clinical records to be reviewed. The records will be a sample of Medicaid claims received from each CMHSP for the selected time period.
 - C. Results and Reports

A report of the review findings will be prepared for each CMHSPs within 30 working days after the on-site visit.
- II. Areas to be Reviewed
 - A. Clinical Record Review
 1. The clinical record review will include a review of the following areas: Person-Centered Planning, Health and Safety/Coordination with PCP, Clinical Record Keeping, and Services - General.

B. Administrative Review

1. The administrative review will include a review of the following areas: Assertive Community Treatment, Other Medicaid Program Services, Service Authorization (Delegated Function), Jail Diversion, Coordination Agreements and participation in HSCB meetings, Provider Network Management (Delegated Function), Trainings, Customer Services (Delegated Function), Consumer Involvement, Grievance and Appeal (Delegated Function), Peer-Run Services, Advanced Directives, and Credentialing.
2. The review also includes a visit to residential providers and monitoring of training and competency for non-licensed staff.

REFERENCE:

REVISED:

REVIEWED: May 7, 2014

Signed copy is on file with NMRE

Dave Schneider
Northern Michigan Regional Entity Chief Executive Officer

Date