



POLICY AND PROCEDURE MANUAL

SUBJECT: Delegated Functions Monitoring	ACCOUNTABILITY NMRE Provider Network	Effective Date: April 25, 2018	Pages: 2
REQUIRED BY	BBA Section: 42 CFR 438.230 PIHP Contract Section: Attachment P7.9.1, Section XV Other:	Last Review Date:	Past Review Date:
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/>	Review Cycle: Annual Author: Provider Network Manager	Responsible Department: Provider Network	Reviewers: NMRE Board of Directors

Definitions

Beneficiary: A person served by the publicly funded behavioral health and substance use disorder system or his/her representative.

CMHSP: Community Mental Health Services Program. For the purposes of this document, a CMHSP member is one or more of the following: AuSable Valley Community Mental Health Authority, Centra Wellness Network, North Country Community Mental Health, Northeast Michigan Community Mental Health Authority, and Northern Lakes Community Mental Health Authority.

Delegated Function: The process of transferring the authority to perform a specific activity assigned to the PIHP to one or more of its Network Providers. MDHHS limits the type of activity the PIHP may delegate. The PIHP retains the responsibility for ensuring that the function is performed appropriately. The intent is that delegating the function to the local services provider is in the best interest of beneficiaries.

MDHHS: The Michigan Department of Health and Human Services.

Network Provider: Any provider that receives Medicaid funding directly or indirectly to order, refer, or render covered services as a result of the state's contract with the NMRE, its member CMHSPs, and the Substance Use Disorder provider panel.

Northern Michigan Regional Entity (NMRE) Operations Committee: A committee comprised of the NMRE Chief Executive Officer and the five CEO's/Executive Directors of its Member CMHSPs.

Northern Michigan Regional Entity (NMRE) Quality Oversight Committee: Regional quality improvement committee comprised of NMRE staff and quality leaders from the five Member CMHSPs. Additional Members may be appointed as appropriate, including members from the Substance Use Disorder (SUD) Provider panel and services beneficiaries.

Purpose

To effectively monitor managed care functions, particularly those that involve local community presence and control, delegated to Community Mental Health Services Programs (CMHSP). The NMRE will establish written agreements that specify the activities to be delegated.

Policy

The NMRE may delegate activities to a Network Provider following a pre-delegation assessment. The Contract between the Network Provider and the NMRE will indicate which activities are delegated, the specific expectations, performance standards, and evaluation methods for all delegated functions. The NMRE will have final authority to resolve all disputes with the Network Provider regarding a delegated function. Delegation of managed care functions will be consistent with 42 CFR 438.230.

Other Related Policies

Pre-Delegation Assessment

Approval Signature



NMRE Chief Executive Officer

4/25/18

Date

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Procedure <input checked="" type="checkbox"/>	Author: Provider Network Manager		

Procedure

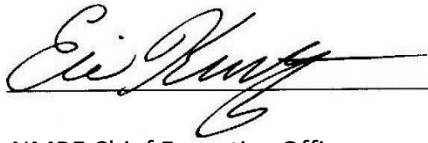
A. Establishment of Expectations, Criteria, and Evaluation Methods

1. Appropriate NMRE staff will define the specific function to be delegated and identify relevant statute or regulation.
2. Appropriate criteria and evaluation processes will be defined by the NMRE as applicable Managed Care Rules, the MDHHS-PIHP Medicaid Managed Specialty Supports and Services Contract, and the current Medicaid Manual.
 - a. The criteria and process for evaluation will be reviewed by the NMRE Quality Oversight Committee (QOC).
 - b. The criteria and process for evaluation will be shared with the NMRE Operations Committee.
 - c. An NMRE staff assigned by the Chief Executive Officer will conduct an evaluation of the delegated function.

B. Routine Monitoring and Annual Review

1. The NMRE will review the Network Provider's performance of the delegated function(s), consistent with contractual obligations, at least annually.
2. Each evaluation will result in a written report which will include:
 - a. Established standards and expectations;
 - b. Findings of the evaluation;
 - c. Trend analysis, as appropriate; and
 - d. Specific reference to any previously noted deficiencies or corrective actions.
3. Findings of partial-compliance or non-compliance will result in the need for Corrective Action Plans.
4. Repeat citations will result corrective action, including potential sanctions and/or revocation of the delegation.
5. Written evaluations will be reviewed and monitored by QOC.
6. Summary evaluation data will be reported to the NMRE Operations Committee and Board of Directors.

Approval Signature

A handwritten signature in black ink, appearing to read "Eric Rung", is written over a horizontal line.

NMRE Chief Executive Officer

4/25/18

Date