



SALISH BHO

PROVIDER MONITORING POLICIES AND PROCEDURES

Policy Name: SBHO PROVIDER AND SUBCONTRACTOR
ADMINISTRATIVE REVIEW

Policy Number: 9.03

Reference: 42 CFR 438.230;
WAC 388-865-0264, -0268

Effective Date: 8/2004

Revision Date(s): 2/2013

Reviewed Date: 4/2016; 6/2017; 5/2018

Approved by: SBHO Executive Board

CROSS REFERENCES

- Plan: Quality Management Plan
- Policy: Monitoring of Contractors
- Policy: Standard Chart Reviews

PURPOSE

It is the policy of the Salish Behavioral Health Organization (SBHO) to establish a standardized process for network provider and subcontractor administrative reviews. This administrative review is in addition to the existing monthly SBHO chart reviews, Quality Review Team (QRT) on-site, and other monitoring activities.

PROCEDURE

1. The SBHO Administrative Reviews will:
 - a. Monitor the PIHP and state contracted delegated administrative activities, as well as agency administrative activities.
There is a focus to ensure recent changes to state laws (WACs and RCWs), contracts, and federal regulations are implemented.
 - b. Conduct routine administrative reviews of network providers
 - c. Use measurement standards consistent with industry standards (i.e. Corrective Action benchmarks).
2. For identified area of deficiencies or areas of improvement, a final report and corrective action plans will be required within 30 days.

MONITORING

1. This policy is mandated by contract or statute. This policy will be monitored through use of SBHO:
 - Routine SBHO Provider and Subcontractor Administrative/ Subdelegated Review
 - Review of previous provider corrective action plans related to policy, including provider profiles related to performance on targeted indicators.

2. If a provider performs below expected standards, a corrective action will be required for SBHO approval. Reference SBHO Corrective Action Plan policy.