

Effective Date: 7/18/2008
Revised Date: 3/7/2017
Review Date: 3/7/2017

North Sound Behavioral Health Organization

Section 1000 – Administrative: Remedial Action

Authorizing Sources: North Sound PIHP and SMHC Contract

Cancels:

See Also:

Providers must comply with this policy and may develop individualized implementation guidelines as needed

Approved by: Executive Director

Date: 3/8/2017

Responsible Staff: Contracts Manager

Signature:

POLICY#1017.00

SUBJECT: REMEDIAL ACTION

PURPOSE

To set forth when North Sound Behavioral Health Organization, LLC (North Sound BHO) initiates a remedial action and requires a corrective action plan of a Contractor in the performance, utilization and management of regional administrative and clinical services.

POLICY

North Sound BHO shall ensure Contractors are accountable for contract compliance. When deficiencies are identified and meet the established criteria for corrective action North Sound BHO shall require the Contractor to develop a corrective action plan. The Corrective Action Plan must comport with the requirements set forth in the contract.

PROCEDURES

1. North Sound BHO shall evaluate the contractor's performance prior to imposing a corrective action.
2. North Sound BHO shall monitor activity on a consistent basis.
3. North Sound BHO shall evaluate data quarterly and/or when necessary.
4. North Sound BHO shall determine if a trend is emerging and whether the provider is not meeting the benchmark of 90% cumulative percentage, or less if determined by North Sound BHO, for the time period being measured.
 - a. If the cumulative score is the below the benchmark of 90%, or less if determined by North Sound BHO, a Remedial Action/Corrective Action will be initiated.
 - b. If the provider fails to deliver required reports, encounter data, encounter data corrections, accounting, claims and/or other documentation to North Sound BHO within the specified time frame; a Remedial Action shall be initiated, unless otherwise agreed to.
 - c. North Sound BHO shall allow Contractor 30 days from receipt of remedial action letter to submit a corrective action plan. Contractor shall have 60 days for implementation of the accepted plan, with the exception of a situation that poses a threat to the health or safety of any person or that poses a threat of property damage and/or an incident has occurred that resulted in injury or death to any person and/or that resulted in damage to property, for which immediate action shall be required.

5. North Sound BHO shall provide general contract language in remedial action procedures in all contracts with the providers within the region.

ATTACHMENTS

None