

**External Protocols for**

**FY16 Provider Monitoring**

**Scheduling of Reviews**

Post Payment Review (PPR) will be performed in FY16 at all community mental health providers who have processed and approved claims for the designated time period, with the exception of providers who scored 90% and above during the FY15 PPR.

The following community mental health providers will receive a Clinical Practice and Guidance (CPG) review in FY16:

* All providers who scored below 4.0 on the FY15 CPG review;
* All new providers receiving their first PPR in FY16; and
* All providers who received a PPR/CPG prior to 9/25/15

Each type of review is a separate review with separate reports and scores. Provider monitoring reviews will not be coordinated with Bureau of Accreditation, Licensure and Certification (BALC) certification reviews. The Collaborative Director of Quality Management is responsible for developing the confidential review schedule which is distributed to DHS/DMH staff and Collaborative staff by the Collaborative Training Coordinator.

The review schedule is very tight and it is not possible to change scheduled review dates, with the only exception being an emergency or unusual situation. Providers may contact the Collaborative Director of Quality Management to discuss the situation. If something comes up after the review was scheduled that would significantly affect the ability to conduct the review, the Collaborative Quality Management Director must be notified. It will be this person’s responsibility to make the final decision as to whether or not the scheduled review dates will be changed and to notify the Regional Liaison Supervisor, the assigned Regional Liaisons, the DHS/DMH Contract Manager and Management Operations Analyst if a change occurs.

**Provider Notification**

As a courtesy, providers will receive a notification call from the Training Coordinator seven calendar days in advance of the scheduled review. Information pertaining to the upcoming review will be related verbally at this time. The Collaborative Training Coordinator will gather information about the provider for the Regional Liaisons and answer provider questions. Following the phone contact, providers will receive a secure email from the Collaborative Training Coordinator containing a list of consumer names and associated RINs for the records which will be reviewed. In the rare instance that a provider’s review date is postponed and the provider has already been sent a Consumer Name and RIN list, a new list will be developed following established protocols prior to the actual date of the review. As providers are given advance notice of the PPR, the expectation is that all information needed by reviewers will be in consumer records and easily accessible at the time of the review.

**Provider Monitoring Tools**

Provider monitoring tools and ancillary documents are located on the IL Mental Health Collaborative for Access and Choice website. The link to this website is: [www.illinoismentalhealthcollaborative.com](http://www.illinoismentalhealthcollaborative.com) (then “Provider Information”, then “FY16 Provider Monitoring Tools”).

1. Post-Payment Review (PPR) Tool:

Provider clinical documentation for a sample of claims approved for payment is reviewed according to a set tool.  This tool covers aspects of compliance with 59 Ill. Adm. Code 132.

1. Medicaid CPG Tool:

The purpose of this tool is to measure adherence to clinical standards and assess quality items through the provider agency’s clinical documentation and practices. This includes a determination of clear and consistent inter-connection among the diagnosis, assessed needs, ITP provisions, and actual services and interventions delivered.

1. Non-Medicaid CPG Tool:

The purpose of this review is to assess two aspects of services to non-Medicaid eligible individuals.  DHS/DMH reimburses a limited range of services for non-Medicaid individuals.  These items do not create the expectation that providers must provide services that are not reimbursed.  The intention of these items is to give feedback and to recognize best practices to share across providers.

**Sampling Methodology and Claim Review Period**

1. Post Payment Review

In order to establish a sampling methodology for PPR for FY16, the Collaborative was given the following guidelines from DHS/DMH:

* The sampling methodology selected must be reflective of the volume of claims each provider has submitted during the specific identified claim period rather than a flat number of claims per provider. The claim run will only include processed and approved claims.
* The claim period will vary from provider to provider:
	+ - For providers who received a PPR in FY15, the claim period will begin sixty (60) days after their FY15 PPR and end with the date the claim run is developed;
		- For providers who did not receive a PPR in FY15, the claim period will begin twelve (12) months prior to the date the claim run is developed and ends with the date the claim run is developed

* HHS OIG RAT-STATS, 2007, version 2 Software will be the chosen sampling tool.

Based upon this request, the Illinois Mental Health Collaborative for Access and Choice will provide sample size calculations that are statistically valid for the defined confidence level and margin of error. The Collaborative will utilize the following sampling methodology for FY16:

* The claim period will vary from provider to provider:
* For providers who received a PPR in FY15, the claim period will begin sixty (60) days after their FY15 PPR and end with the date the claim run is developed;
	+ - For providers who did not receive a PPR in FY15, the claim period will begin twelve (12) months prior to the date the claim run is developed and ends with the date the claim run is developed
* A random sample of all HFS adjudicated claims per specified provider will be selected for post-payment review using the sample calculator within HHS OIG RAT-STATS, 2007 version 2 Software to reach a 90% confidence level with a 16% desired precision range (margin of error +/- 8%).
* To guarantee the 16% desired precision range, an anticipated rate of occurrence of 50% will be used when calculating the number of claims to be reviewed per provider.

* The number of claims each provider submitted during the provider’s identified unique claim period (universe size) will be determined using Beacon Health Options’ IntelligenceConnect reporting system.
* Once the sample size has been determined using HHS OIG RAT-STATS, 2007, version 2 Software, a provider specific claim run will be developed using the Beacon Health Options’ IntelligenceConnect reporting application.
* Providers who have claim samples fewer than 50 will receive a PPR. The same federal HHS OIG RAT STATS sampling technique will be utilized.
* Claim runs will be developed for each provider approximately two (2) weeks prior to the scheduled review by the Collaborative Training Coordinator.
1. Clinical Practice and Guidance (CPG) Sampling

The following community mental health providers will receive a Clinical Practice and Guidance (CPG) review in FY16:

* All providers who scored below 4.0 on the FY15 CPG review;
* All new providers receiving their first PPR in FY16; and
* All providers who received a PPR/CPG prior to 9/25/15

For each CPG review, ten Medicaid records and up to two non-Medicaid records will be randomly selected from the overall PPR claim run using the statistical tool, Random.org. In the event that there are no claims on the claim run identified as “non-Medicaid,” no CPG non-Medicaid will occur.

**Policy Pertaining to Conflict of Interest**

The Collaborative has a Conflict of Interest policy in place which prevents Collaborative staff from participating in the monitoring of providers for which the staff person has other vested interests or potential conflicts with the provider.

The Collaborative Regional Liaison Supervisor maintains an updated list of providers who would pose a conflict of interest situation for specific Collaborative staff. The Director of Quality Management is responsible for ensuring compliance with this policy, making any adjustments to it and is the final authority in determining whether or not a conflict of interest exists.

**Policy Pertaining to Handling Problem Situations While at the Provider Site**

In the event that a Regional Liaison encounters a problem situation while at the provider site, he/she will be instructed to contact the Collaborative Regional Liaison Supervisor who will also notify DHS/DMH and the Collaborative Director of Quality Management.

**Reviewers’ Guidelines While On-site**

Reviewers will:

1. Arrange (lead will facilitate) a meeting place and time with other team members and enter the provider site together as a group.
2. Carry identification at all times.
3. Maintain the confidentiality of all consumer health care information and provider records, including not leaving consumer or provider records unattended, and ensuring and documenting the return of all records to the provider prior to departure.
4. Document all data on Collaborative forms and/or database.
5. Ensure that handwriting is legible and written in ink when data documentation is done manually.
6. Regional Liaisons document findings on worksheets that are generated through the FY16 Provider Monitoring Access Database. Dates of the ITP and MHA that were reviewed specific to the claim will have the date of the LPHA signature recorded on the worksheet. Regional Liaisons are to designate whether the ITP and MHA were initial documents or update/reviews. Regional Liaisons are to note on the worksheet any addendums related to documents that were reviewed. CPG worksheets are used to record information during those reviews.
7. Be responsible for ongoing quality assurance throughout the review, e.g. ensuring that data is being recorded on the most recent and correct document and that reports contain accurate information.
8. Report all mandated abuse and/or neglect allegations immediately to appropriate provider staff, which are then required to file a report with Office of Inspector General, the DCFS Hotline or Department of Aging in conjunction with the Regional Liaison. The Regional Liaison Supervisor needs to be contacted immediately, who will then immediately notify the DHS/DMH Central Office and the Director of Quality Management. If the provider refuses to file a report, the Regional Liaison is required to do so.
9. Immediately consult with the provider Executive Director or designee upon identification of any instance that poses an immediate risk to consumer safety or service delivery, including but not limited to: inadequate staff levels, closure of sites, safety concerns, or non-credentialed staff dispensing medications. Within four hours the Collaborative Regional Liaison Supervisor must be notified by the lead Regional Liaison, who will then contact DHS/DMH Central Office and the Director of Quality Management.
10. Turn cell phones to mute or vibrate throughout the course of the review. All necessary phone calls must be conducted in a private area away from the review area.
11. Present a professional appearance, attire, and demeanor.
12. Ensure that the least amount of disruption to the provider and the provider’s services occurs throughout the course of the review.

## **Entrance Conference**

Upon arrival at the site:

* The Lead Regional Liaison will identify him/herself to the provider receptionist and ask to speak with the provider contact person.
* The review team will conduct an Entrance Conference with the provider contact person, Program or Clinical Director, and other staff the provider deems important.
* During this conference the review team will utilize the designated Talking Points.

# Final Day

The provider will be given, at minimum, two hours’ notice in order to allow the provider time to notify staff and adjust schedules, if necessary. Review team members will take time prior to the Exit Conference to confer about the findings of the reviews. The lead Collaborative Regional Liaison will contact the provider’s DHS/DMH Contract Manager to inform them of any identified issues/significant findings and to invite them to the Exit Conference.

The lead Collaborative Regional Liaison is responsible for entering data regarding the reviews, printing the reports and providing the DHS/DMH Contract Manager with a copy of the reports prior to the Exit Conference when possible, or upon availability of encrypted e-mail.

In the event that there are significant findings, the lead reviewer should brief the designated provider contact in advance of the Exit to ensure their understanding. Regional Liaisons will notify the provider contact of missing documents during the course of the review and ask him/her to locate them to ensure all needed documents were assessed during the review. It will be noted on the worksheet if the claim/record had missing documents that needed to be located and the name of the staff person involved in the discussion of missing records. In order to ensure that the review team can complete the assessment in a timely manner, the lead Regional Liaison will give the provider contact a final time that documents can be submitted before the exit conference. No documents will be allowed to be submitted to the review team following the specified time. As providers are given advance notice of the PPR, the expectation is that all information needed by reviewers will be in consumer records and easily accessible at the time of the review.

# Exit Conference

At the time designated for the Exit Conference, the lead Regional Liaison will utilize the Exit Conference Talking Points.

* All review reports must be signed by the entire review team and the provider. The original signed reports will be returned to the Springfield Collaborative office by the lead Regional Liaison and placed in the provider file. The lead Regional Liaison will leave a copy of all reports with the provider.
* Explain to the provider that a copy of the reports will be forwarded to DHS/DMH for review and that the assigned DHS/DMH Contract Manager will be following up with the provider on any required Plans of Improvement. The Collaborative will maintain the confidentiality of the review contents.
* Return all provider materials and have the provider sign off that all provider records were returned to provider at the conclusion of the review.
* Distribute the Provider Monitoring Review Questionnaire and stamped envelope to the provider contact person. This is a survey where providers can give their feedback on the process. Envelopes will be addressed to DHS/DMH who will collect and analyze the data.

**Transportation of Confidential Records**

All Regional Liaisons must comply with the Beacon Health Options Policy: LC403 - Physical and Electronic Security of Personally Identifiable Information, revised 4/10/15.

 **PPR Formal Notification to** **Providers Scoring 50% and Above**

Providers will continue to receive preliminary results at the Exit Conference. Providers scoring 50% and above will receive a letter entitled: *Notice of Unsubstantiated Billing* within 30 days following the PPR. The Collaborative writes and sends this Notice to providers as an administrative support function for DHS/DMH.

**PPR Follow-Up with Providers Scoring 50% and Above**

Providers are required to submit a PPR Plan of Improvement to their DHS/DMH Contract Manager within 30 days of the PPR if established thresholds are not met for each of the eleven items of the PPR Tool. Thresholds for items 1, 5, and 6 are set at 90%. Thresholds for items 2 – 4 and 7-11 are set at 80%. In addition to thresholds for specific PPR Tool items, a threshold of 70% has been established for the total PPR substantiated score.

The purpose of the Plan of Improvement is to document the steps the provider has taken to correct all issues identified during the recent post-payment review that resulted in scores below threshold. The DHS/DMH Contract Manager is responsible for approving and monitoring compliance of the Plans of Improvement. Additional follow up, including a return review may be enacted if a provider has a significantly low overall score. Providers are asked to send a courtesy copy of the Plan of Improvement to the Collaborative. Providers have the option of using their own format for the POI report including all of the specified elements or using the DHS/DMH template.

**PPR Formal Notification to Providers Scoring Below 50%**

DHS/DMH Central Office sends the provider a *Notice of Unsubstantiated Billings/Notice of Suspension from Billing* within 30 days of the PPR. This *Notice* relates information regarding findings, voiding unsubstantiated claims, how to file an appeal, steps needed to be lifted from suspension, required timelines and whether the follow-up review will take place by desk audit or return visit. Copies of this Notice are sent to the Collaborative Quality Management Director, the DHS/DMH Regional Director, DHS/DMH Contract Manager, DCFS and HFS.

The provider immediately stops billing upon receipt of the *Notice of Unsubstantiated Billings/ Notice of Suspension from Billing.*

As required by 59 Ill. Admin. Code pt. 132, the Provider submits a Plan of Improvement (POI) to the DHS/DMH Regional Contract Manager within 30 days of the Notice of Suspension from Billing. Of the eleven (11) items on the PPR Tool, thresholds for items 1, 5, and 6 are set at 90%. Thresholds for items 2 – 4 and 7-11 are set at 80%. In addition to thresholds for specific PPR Tool items, a threshold of 70% has been established for the total PPR substantiated score. This Plan needs to address all areas that were below threshold on the PPR. The provider should also send a courtesy copy of the Plan of Improvement to the Collaborative. Providers have the option of using their own format for the POI report including all of the specified elements or using the DHS/DMH template.

The DHS/DMH Regional Contract Manager reviews the POI and either approves it as submitted or works with the provider until it is approved. It is the responsibility of the DHS/DMH Regional Contract Manager to monitor compliance and progress of the POI.

After the DHS/DMH Contract Manager has approved the Plan of Improvement, and the provider believes that they have implemented the Plan of Improvement sufficiently for a follow-up review, the **provider must notify the Collaborative, in writing**, they are ready for the follow-up review as specified by 59 Ill. Adm. Code pt. 132.  If preferred, written notification may also be sent by electronic mail to: QualityMgmtDept@valueoptions.com. The **provider must follow the direction provided in the *Notice******of Unsubstantiated Billings/Notice of Suspension from Billing*** letter regarding whether or not additional items must be sent in along with the written notification. The mailing address for the Collaborative can be found in the *Notice* letter that was sent to the provider.

**Desk Audit as Follow-up Review**

The *Notice of Suspension from Billing* letter specified that the follow-up review will be a desk audit and states that the provider must submit the following items to the Collaborative:

* + Written notification that they are ready for the follow-up review.
	+ Documents that demonstrate that corrections have been made to address the items that scored below the established threshold during the recent PPR. Sample documents that can be submitted to verify that corrections have been made include, but are not limited to: staff training rosters and training agendas, examples of compliant progress notes, treatment plans and reviews, and mental health assessments dated after implementation of improvement steps, etc. Clinical records need to be actual documents, not blank templates.
* Provider submits required documents and notification to the Collaborative.
* Upon receipt of the provider’s written notification and required additional documentation, the Collaborative Director of Quality Management will send a copy of the provider’s written notification and documentation to the Collaborative Regional Liaison Supervisor, and the DHS/DMH Management Operations Analyst and the LCSW at the Central Office for review. Documentation is reviewed by DHS/DMH Central Office and the Collaborative Quality Management department.
* DHS/DMH and Collaborative Quality Management department staff meet with DHS/DMH Regional staff to discuss the provider’s documentation.
* When DHS/DMH and the Collaborative have determined that the provider **has made corrections** and suspension can be lifted, DHS/DMH sends the provider a *Suspension Determination Notice* This *Notice* will inform the provider of the findings of the second review, final determination and appeal process. A copy of this letter is also sent to DCFS (if applicable) and HFS. The provider may submit bills for services provided during the suspension if documentation for those services was compliant with 59 Ill. Adm. Code 132. Clinical records may not be altered.
* If it is determined that the **provider has not made sufficient corrections** to have the suspension lifted, DHS/DMH Regional and Central Office staff and the Collaborative Quality Management staff will meet to discuss concerns and next steps.

**Return Visit as Follow-up Review**

* Upon receipt of the provider’s written notification, the Quality Management Director will notify the DHS/DMH Contract Manager of its receipt. The DHS/DMH Contract Manager will contact the provider and arrange a date and time for the follow-up review. The DHS/DMH Contract Manager will also clarify with the provider that this visit is a focused visit, focusing on the PPR Tool items that did not meet established thresholds. It is not a second PPR.
* During this call, the DHS/DMH Contract Manager will inform the provider that the provider needs to have ten clinical records available for review. The provider will select the records. These records must include documentation that demonstrates that the provider has made the necessary corrections. Other provider records can also be provided during the review, such as staff training records, that demonstrate the steps taken to meet compliance.
* Collaborative Regional Liaisons will conduct the follow-up review. DHS/DMH Regional staff may be in attendance.
* Entrance and Exit Conferences will occur during the follow-up review. During the Exit Conference, the Collaborative will not leave a written report with the provider, but will give a verbal report of findings. DHS/DMH Contract Managers will receive an invitation to attend the Exit Conference. Providers will be asked to sign a Return of Records form and an Attendance sheet during the Exit Conference.
* Regional Liaisons will inform the provider that the Collaborative will share information regarding the follow-up review with DHS/DMH and a decision will be made. The provider will then be notified by DHS/DMH.
* The Collaborative submits a written report of findings to DHS/DMH Central Office. This is a narrative report, different than PPR reports left during the PPR. DHS/DMH and the Collaborative meet and discuss findings.

**Next Steps After a Follow-up Review (applies to both desk audits and on-site audits)**

DHS/DMH Central Office and Regional staff will discuss whether or not the provider has made sufficient corrections and next steps with the Collaborative Quality Management Director and the Regional Liaison Supervisor.

If, during this meeting, DHS/DMH determines that the provider has not made sufficient corrections to have the suspension lifted, DHS/DMH Contract Manager contacts the provider to arrange a date and time for a teleconference and sends out a meeting invite to the provider, the DHS/DMH Central Office, Regional Director, the Collaborative Director of Quality Management and the Regional Liaison Supervisor. The purpose of this meeting is to discuss concerns and provide technical assistance regarding the provider’s documentation and 59 Ill. Adm. Code 132 compliance. DHS/DMH Central Office will lead this call.

* If, after this meeting, DHS/DMH determines that the provider clearly doesn’t understand and/or isn’t capable of making the needed changes, DHS/DMH LCSW at the Central Office will clearly inform the provider during this meeting that:
* The provider’s suspension from Medicaid billing will continue.
* As specified in 59 Ill. Adm. Code 132, the provider has 60 days from the date of the *Notice of Unsubstantiated Billings/Notice of Suspension from Billing* letter to make corrections. The specific date (60-day mark) will be given to the provider during this meeting.
* That, if corrections are not made by this date, the provider’s Medicaid certificate may be subject to suspension. The DHS/DMH LCSW will clarify for the provider that this would result in the provider not being able to provide services.
* The DHS/DMH LCSW contacts the Bureau of Accreditation, Licensure and Certification and internal discussions would occur. The Collaborative is no longer involved at this point.

When DHS/DMH has determined that the provider understands the needed changes clearly and/or has made sufficient corrections to have the suspension lifted, the Collaborative Director of Quality Management will provide DHS/DMH administrative support by preparing the *Suspension Determination Notice*, signing the *Notice* and sending it to DHS/DMH Management Operations Analyst Central Office. The notice will be transferred to DHS/DMH Letterhead, signed by the LCSW, and the Management Operations Analyst is responsible for sending the notice to the provider. Copies of this *Notice* will be sent to the Collaborative, the Regional Director, DHS/DMH Contract Manager, DCFS (if applicable) and HFS. DHS/DMH will send the Suspension of Billing Follow-up Review report to the provider along with the Suspension Determination Notice.

When DHS/DMH is notified by DCFS that they have suspended a provider that DHS/DMH also funds, the DHS/DMH LCSW will send a letter that notifies the provider that they are also suspended from billing DHS/DMH.  When DCFS lifts the suspension, the DHS/DMH LCSW will also send a letter lifting the suspension from DHS/DMH billing and distribute copies.

**CPG Formal Notification**

Providers will be sent a Notification of Findings letter within 30 days after completion of the review.

**CPG Follow-up**

A formal Plan of Improvement is required to be submitted to the DHS/DMH Contract Manager within thirty (30) days from the date on the DHS/ DMH notification letter if established thresholds (scores of “4.0” for CPG) are not met for any items of the tools. The purpose of the Plan of Improvement is to document the steps the provider has taken to correct all issues identified during the recent review that resulted in a score below threshold. The DHS/DMH Contract Manager is responsible for approving and monitoring compliance of the Plan of Improvement. Providers must submit the Plan of Improvement to their DHS/DMH Contract Manager with only a courtesy copy going by mail to the Collaborative. Providers have the option of using their own format for the POI report including all of the specified elements or using the DHS/DMH format. DHS/DMH Regional staff may request a revised plan and will monitor progress.

The Training Coordinator submits a Plan of Improvement tracking log to DHS/DMH Central Office on a regular basis in order to assist staff with following through on completion of Plans of Improvement.

**Appeal Process**

Providers have the right to appeal findings of the post-payment review. For additional information regarding what an appeal entails, please review 59 Ill. Admin. Code 132.44: Appeal of Post Payment Review Findings.

Appeal hearings are formal hearings conducted in Chicago by the Department of Healthcare and Family Services with attorney representation required. The sole issue at the hearing shall be whether the Provider is in compliance with requirements set forth in 59 IL Admin. Code 132.

If, after reviewing Part 132.44, the provider would like to proceed with a formal hearing, the provider must submit the written request to Collaborative Director of Quality Management within twenty (20) days after the receipt of the *Notice*. The appeal request shall specify the grounds for the appeal.

Upon receipt of an appeal request, the Collaborative Director of Quality Management will forward all documents related to the post-payment review and appeal request to the Illinois Department of Healthcare and Family Services Vendor Hearings Section within five days. A copy of the appeal packet is also sent to the DHS/DMH Medicaid Officer and Management Operations Analyst for review.

An Administrative Law Judge will conduct appeal hearings. If an appeal is filed, claims do not need to be voided until the Administrative Law Judge has made a final administrative decision. The provider will be required to void unsubstantiated claims if the final administrative decision concludes that the provider is not in compliance with 59 Ill. Admin. Code 132.