

# QUALITY MONITORING REVIEWS FOR BEHAVIORAL HEALTH PROVIDERS

The MCOs shall collaborate with each other to develop and implement a plan for monitoring specialized behavioral health (SBH) providers and facilities across all levels of care, which incorporates onsite reviews and enrollee interviews, with a focus on unlicensed providers delivering care. In addition, the plan shall also specify the methods that will be employed by the MCO to monitor hospitals' development of discharge plans with aftercare appointments in collaboration with members for BH-related discharges.

The MCO shall conduct quality monitoring reviews on a sample of providers on a quarterly basis. The MCO shall submit the plan to LDH for approval within 60 calendar days after the operational start date and at least 60 calendar days prior to material change. The MCO's plan shall comply with all the requirements as specified by LDH:

- ❖ Review criteria for each applicable service which evaluates if the assessment and treatment are conducted timely and include enrollee participation, the quality of the assessment and treatment plan, whether enrollees are receiving services as reflected in the treatment/service plan, clinical practice guideline adherence, patient safety including adverse incident management/reporting, care coordination, discharge planning as applicable, enrollee rights and confidentiality;
- ❖ Plan for updating review criteria based on changes to requirements as reflected in the applicable provider manual or rule;
- ❖ Number of charts to be reviewed at each provider location (the MCO shall review a reasonable number of records to determine each provider's compliance rate) and look-back period;
- ❖ Enrollee interview criteria, including target number of enrollees to be interviewed and survey questions, to evaluate quality of care, satisfaction, receipt of service, and enrollee outcomes;
- ❖ Onsite review criteria;
- ❖ Sample selection criteria, including inclusion and exclusion criteria, and representative sample size;
- ❖ Tools to be used and weight of each review element;
- ❖ Qualifications for staff performing monitoring reviews who at a minimum must be an LMHP or psychiatrist unless otherwise approved by LDH;
- ❖ Plan for educating providers on the provider monitoring process, including review criteria and corrective actions, initially and ongoing;
- ❖ Corrective actions to be imposed based on the degree of provider non-compliance with review criteria elements on both an individual and systemic basis;
- ❖ Plan for ensuring corrective actions are implemented appropriately and timely by providers; and
- ❖ Inter-rater reliability testing methods, including targets, processes to ensure staff participate in reliability testing reviews initially and at least annually, and processes to ensure staff meet the target rate prior to conducting reviews independently.

The sample size may be increased at the discretion of LDH. LDH reserves the right to select the MCO's sample.

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The MCO shall ensure that an appropriate corrective action is taken when a provider furnishes inappropriate or substandard services, when a provider does not furnish a service that should have been furnished, or when a provider is out of compliance with federal and state requirements. The MCO shall monitor and evaluate corrective actions taken to ensure that appropriate changes have been made in a timely manner.

The MCO shall submit routine reports using the template provided by LDH which summarize monitoring activities, findings, corrective actions, and improvements for SBH services.

For desktop reviews, the MCO shall maintain documentation used to determine the providers' compliance for a minimum of three years from the date of review.

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