



CMHA-CEI Policies and Procedure Manual

Title:	1.6.2, External Provider Network Management-Monitoring and Profiling		
Subject:	PROVIDER NETWORK		
Section:	Administrative		
Policy: <input type="checkbox"/> Procedure: <input checked="" type="checkbox"/>	Issued by: Chief Finance Officer	Effective Date: 11/01/01	Applies to: <input type="checkbox"/> All CMHA-CEI staff <input checked="" type="checkbox"/> Contract Providers
Page: 1 of 3	Approved by: Board of Directors	Review Date: 05/17/17	<input type="checkbox"/> Other:

I. Purpose:

To establish procedures for ongoing monitoring and profiling of contractors in the External Provider Network

II. Procedures:

This procedure is intended to monitor contractor qualifications, compliance with contract terms, performance with regard to quality of care, client satisfaction, client grievances and other relevant factors. CMHA-CEI will maintain a profile for each contractor and ensure its confidentiality, provide written application procedures and inform contractors of data and analyzes used to evaluate contractor performance or practice.

A. Monitoring

1. Contract Management will establish contractor files which shall contain a copy of the RFP, bidders list, proposal evaluation committee member list, disclosure statements, copies of bids, documentation of fiscal review, individual rating forms, summaries including ranges and totals, copies of award and non-award letters, and contract. Files shall be maintained until the earlier of seven years or the next RFP for that same service.
2. The Contract Administrator will coordinate a review of contracts each fiscal year. The review may involve applicable management and staff. The review may consist of an analysis of data regarding contract or performance as it compares to the terms of the contract.
3. The contract liaison or designee will pre-authorize payments to contractors on a monthly basis. During the process of authorization, the responsible person will verify that the billing submitted is consistent with the terms of the contract.
4. The Contract Administrator will monitor on an ongoing basis that contractors submit evidence of current licensure, certification, and insurance.
5. Contractors may be required to submit performance reports to the applicable Program Director or designee. The report will address the contractor's performance in relation to the performance requirements outlined in their contract.

6. CMHA-CEI may perform an annual client satisfaction survey for consumers of services provided by contractors. Data for surveys completed will be utilized for contract review.
7. Program Directors or their designees may perform on-site visits on an annual basis to contractor locations where consumers are served. The visits will be completed and results available for contract review. The visits will address various criteria specified in the applicable monitoring tool.

B. PROVIDER PROFILING

1. The Contract Administrator, along with applicable program staff, will coordinate an orientation meeting with new contractors prior to the start of service provision to review performance criteria, data collection protocols, payment processes and feedback mechanisms.
2. Contractor performance will be monitored on an ongoing basis by applicable CMHA-CEI staff. Findings of negligent and/or unethical practice shall be investigated immediately. Semi-annual and annual reports shall be compiled and presented by CMHA-CEI staff to the Credentialing Committee for review and recommendation of continued acceptance in the network.
3. Results of contractor profiling shall be filed in the office of the Contract Administrator. The results shall be communicated to the contractor, consumers and applicable agency clinical and administrative personnel.

III. Definitions:

N/A

IV. Monitor and Review:

This procedure is reviewed annually by the Chief Finance Officer. This procedure is monitored by accrediting bodies and regulatory agencies as applicable.

V. References:

N/A

VI. Related Policies and Procedures:

CMHA-CEI Procedure	4.3.1	Finance
CMHA-CEI Policy	1.6.2	External Provider Network Management-Monitoring and Profiling

VII. Review Log:

Review Date	Reviewed By	Changes (if any)
06/21/05	-	-
11/29/07	-	-
04/27/10	-	-
05/21/14	-	-
05/17/17	Chief Finance Officer	Updated to new format

VIII. Attachments:

N/A