

<p align="center">COMMUNITY MENTAL HEALTH AUTHORITY</p> <p align="center">CLINTON-EATON-INGHAM</p> <p>SUBJECT: External Provider Network Management -Monitoring and Profiling</p> <p>SCOPE: All External CMH Contractors</p>	POLICY: <u>1.6.2</u>	REVIEWED		
	Page: <u>1</u> of <u>1</u>	05/03/05	11/29/07	
	ISSUED BY: Chief Finance Officer	4/27/10	3/19/13	
		05/21/2014		
	APPROVED BY: Board of Directors			
	Effective 11/01/01		Revised 4/27/10	

- I. **PURPOSE:**
To establish guidelines for ongoing monitoring and profiling of contractors in the External Provider Network.
- II. **POLICY:**
It is the policy of CMHA-CEI to monitor contractor qualifications and compliance with contractual terms.
- III. **DEFINITIONS:**
Provider Profiling: A monitoring mechanism used to evaluate provider performance and provide feedback to the network and payors.
- IV. **RESPONSIBILITIES:**
The Contract Administrator, program contract liaisons and the quality improvement processes shall adhere to the Administrative Procedure 1.6.2 when carrying out this policy.
- V. **MONITORING AND REVIEW:**
This policy shall be reviewed annually by the Chief Finance Officer. Compliance with this policy will be monitored through any of the following:
 - a) Internal quality improvement reviews and committees.
 - b) External monitoring and/or accreditation bodies.
 - c) Grievance and appeals data, Recipient Rights compliant data and/or staff performance reviews.
- VI. **RELATED POLICIES AND PROCEDURES:**
CMH Administrative Procedure 1.6.2