



FY2018 MSHN Compliance Summary Report

October 2017 – September 2018

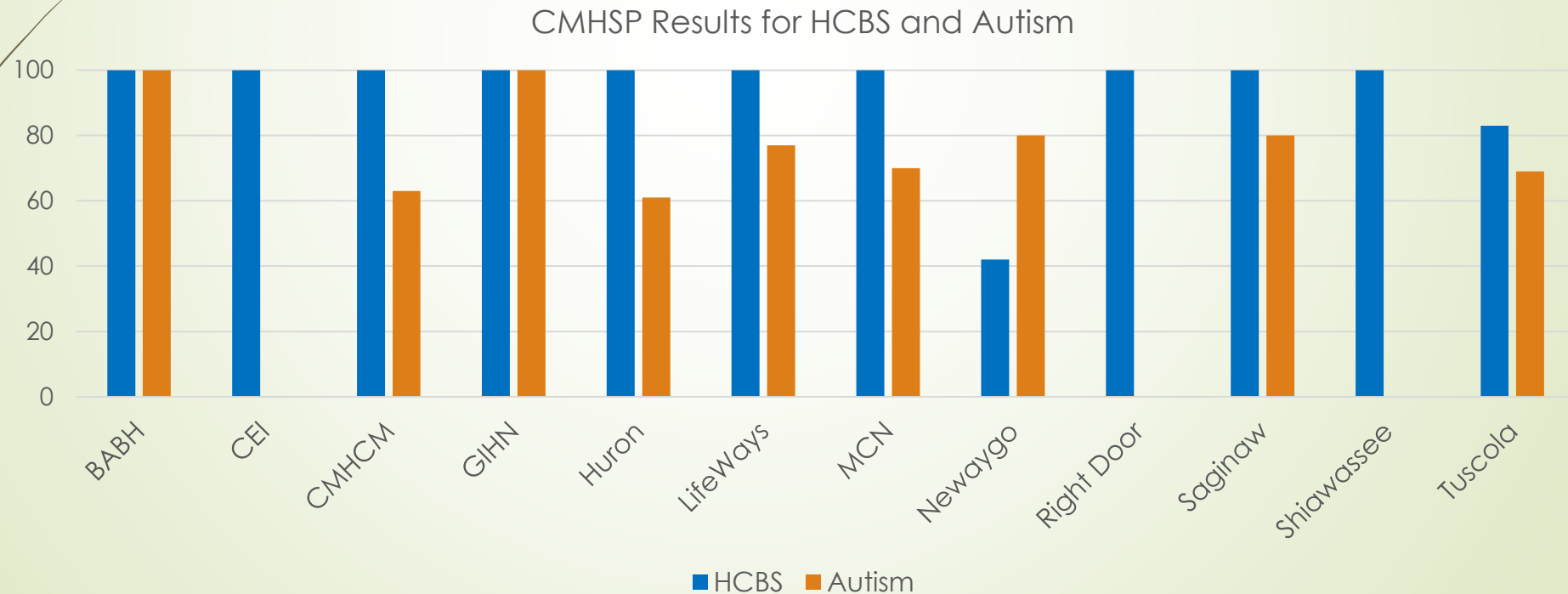
➤ What is the Compliance Summary Report?

- ❑ Summary reports for MSHN Internal Audits
 - Delegated Managed Care Reviews
- ❑ Summary reports for MSHN External Audits
 - HAB Supports Waiver: MDHHS
 - Substance Use: MDHHS
 - PMV: HSAG
 - Compliance: HSAG
 - PIP: HSAG
- ❑ Summary of Complaint/Compliance Reporting
- ❑ Training/Communication
- ❑ Summary

Internal Monitoring and Auditing

➤ Delegated Managed Care Review for CMHSP's

- ❑ 25 new standards for Customer Service, Grievance and Appeals, Person Centered Planning (PCP) and Home and Community Based Services (HCBS)
- ❑ 10 standards for Autism
- ❑ Interim reviews were completed at each CMHSP
- ❑ Customer Service, Grievance and Appeals and PCP scored 100% region wide
- ❑ HCBS scored 95% and Autism scored 80% region wide



Internal Monitoring and Auditing

➤ Regional Monitoring

❑ Fiscal Intermediary

- 4 site reviews completed including review of consumer records
- Areas needing improvement region wide:
 - Staff Training
 - File Reviews
- Areas showing good compliance with standards region wide:
 - Policies and Procedures

❑ Inpatient Hospital Unit (IPHU)- Recipient Rights

- Standardized Recipient Rights Monitoring at 9 sites
- Areas needing improvement region wide:
 - Policy
 - Rights Advisory Committee

Internal Monitoring and Auditing

➤ Regional Monitoring – Cont.

- Areas showing good compliance with standards region wide:
 - Unit/Hospital Operations
 - Rights Office Operations
- Inpatient Hospital Unit (IPHU)- Consumer Record Monitoring
 - Areas needing improvement region wide:
 - Treatment Plan
 - Discharge/Transfer
 - Areas showing good compliance with standards region wide:
 - Assessment & Diagnostic Data Outcomes
 - Psychiatric Evaluations

Internal Monitoring and Auditing

- Delegated Managed Care Review for Treatment SUD Providers
 - ❑ MSHN completed 21 full SUDSP treatment provider reviews and 16 interim reviews in 2018
 - ❑ Delegated Managed Care Results:
 - Higher scores in categories of Quality and Compliance, Enrollee Rights and Protections and Information and Customer Service
 - Lower scores in categories of Coordination of Care and Grievance and Appeals
 - ❑ Program Specific Results:
 - Higher scores in categories of ASAM criteria, Case Management and Medication Assisted Programs
 - Lower Scores in categories of Peer Recovery Support Services and Residential
 - ❑ Consumer Chart Review Results:
 - Higher scores in categories of Residential and Medication Assisted Treatment
 - Lower scores in categories of Recovery Housing and Discharge/Continuity of Care

Internal Monitoring and Auditing

➤ Medicaid Event Verification (MEV) Site Reviews

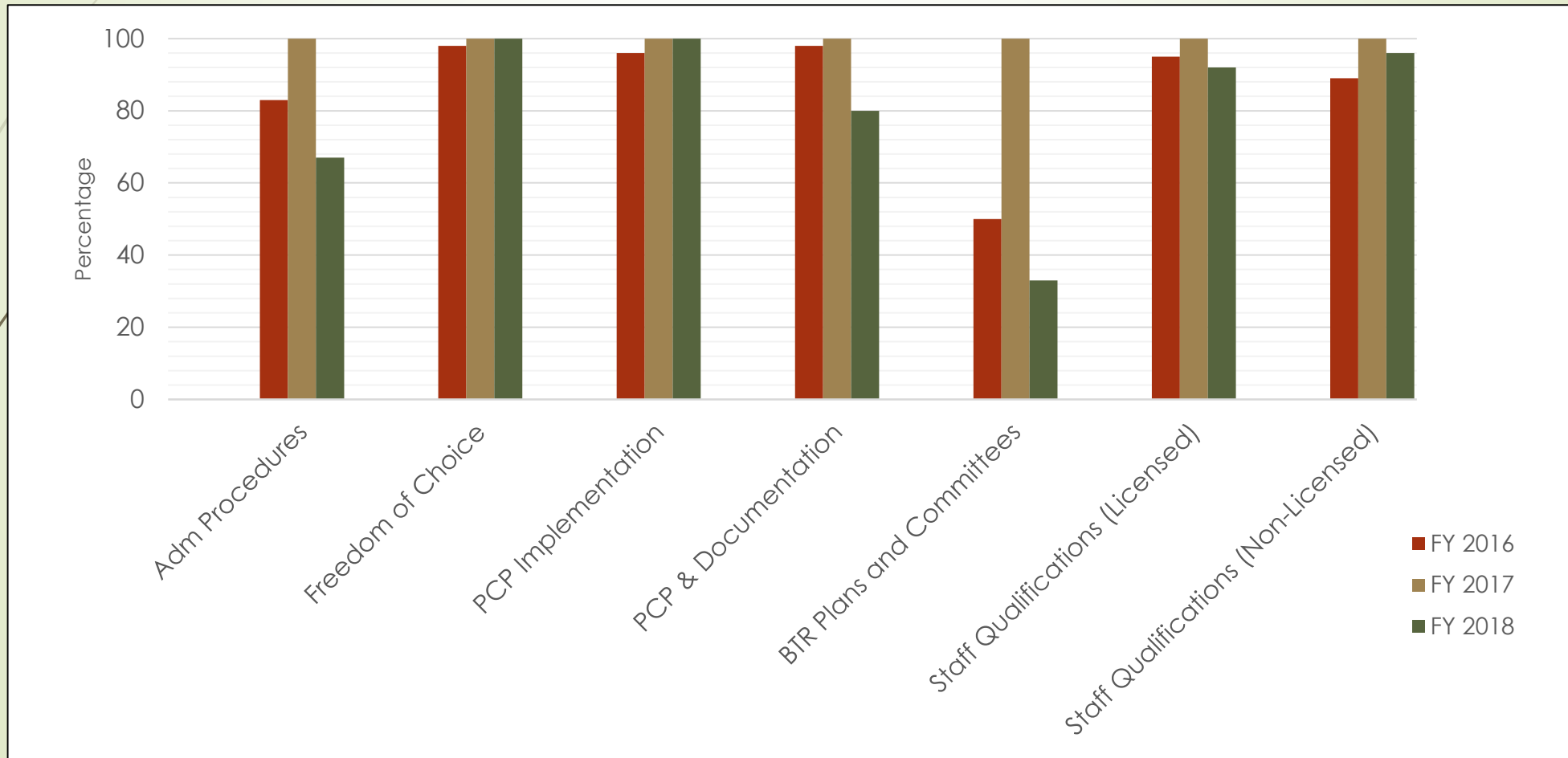
- ❑ CMHSPs reviews are completed twice per year
 - Higher scores regionally included:
 - Beneficiary is eligible on date of service
 - Service included in plan of service
 - Lower scores regionally included:
 - Documentation of the service date and time matches the claim date and time of the service
 - Services were provided by a qualified individual and documentation of the service provide falls within the scope of the service billed

- ❑ SUDSP Provider reviews are completed annually
 - Higher scores regionally included:
 - Code allowable under contract
 - Beneficiary is eligible on date of service
 - Lower scores regionally included:
 - Documentation of the service date and time matches the claim date and time of the service
 - Service included in the plan of service

External Monitoring and Auditing

➤ MDHHS HAB Supports Waiver Review

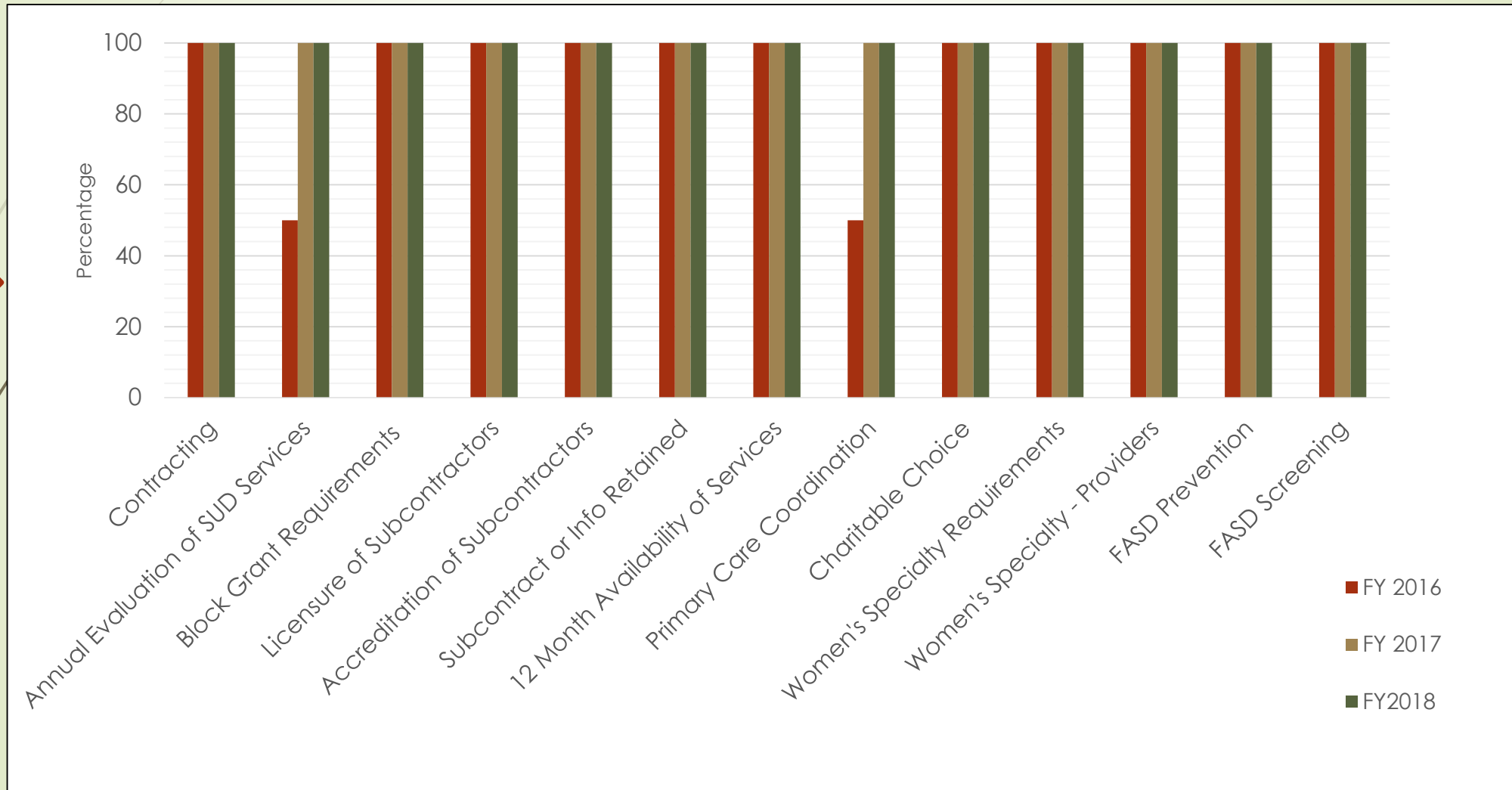
- ❑ Full Review consisting of 76 case reviews, 184 licensed staff reviews and 1,124 non-licensed staff reviews



External Monitoring and Auditing

➤ MDHHS SUD Review

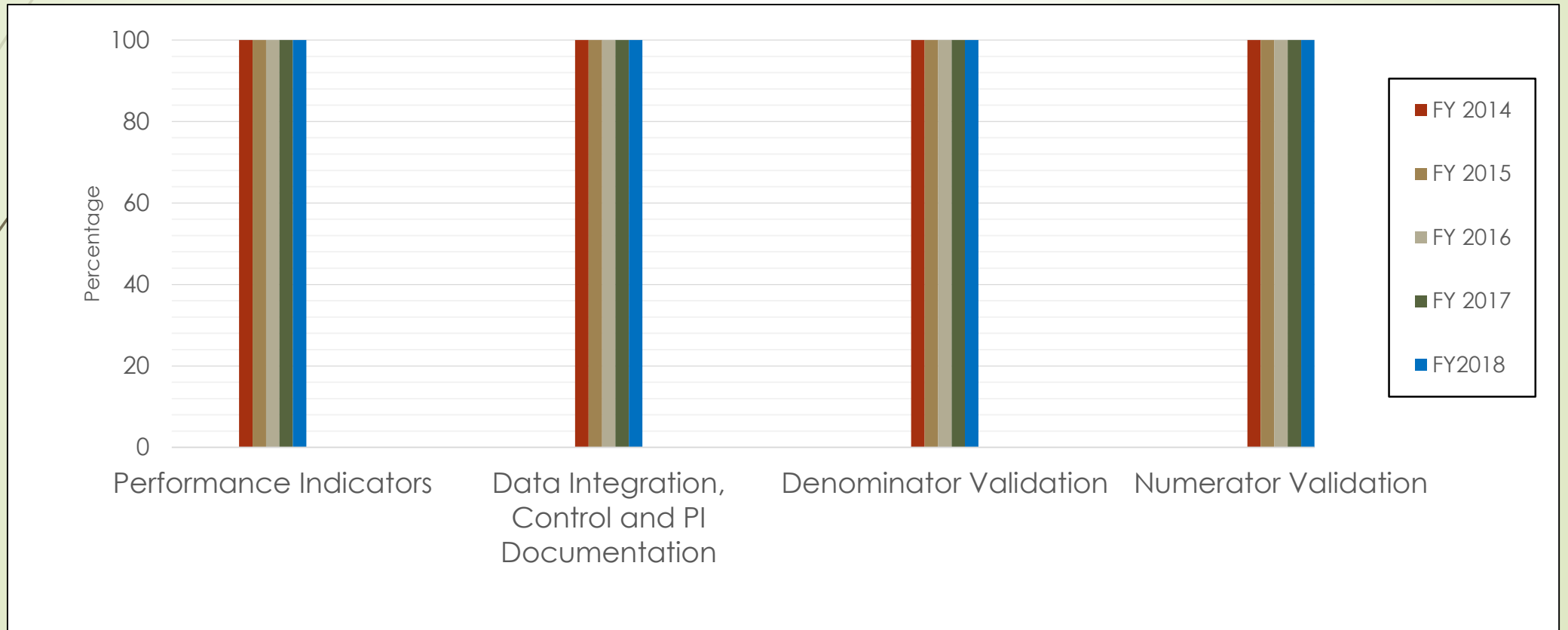
□ Full Review consisting of 13 standards



External Monitoring and Auditing

➤ HSAG Performance Measure Validation Review

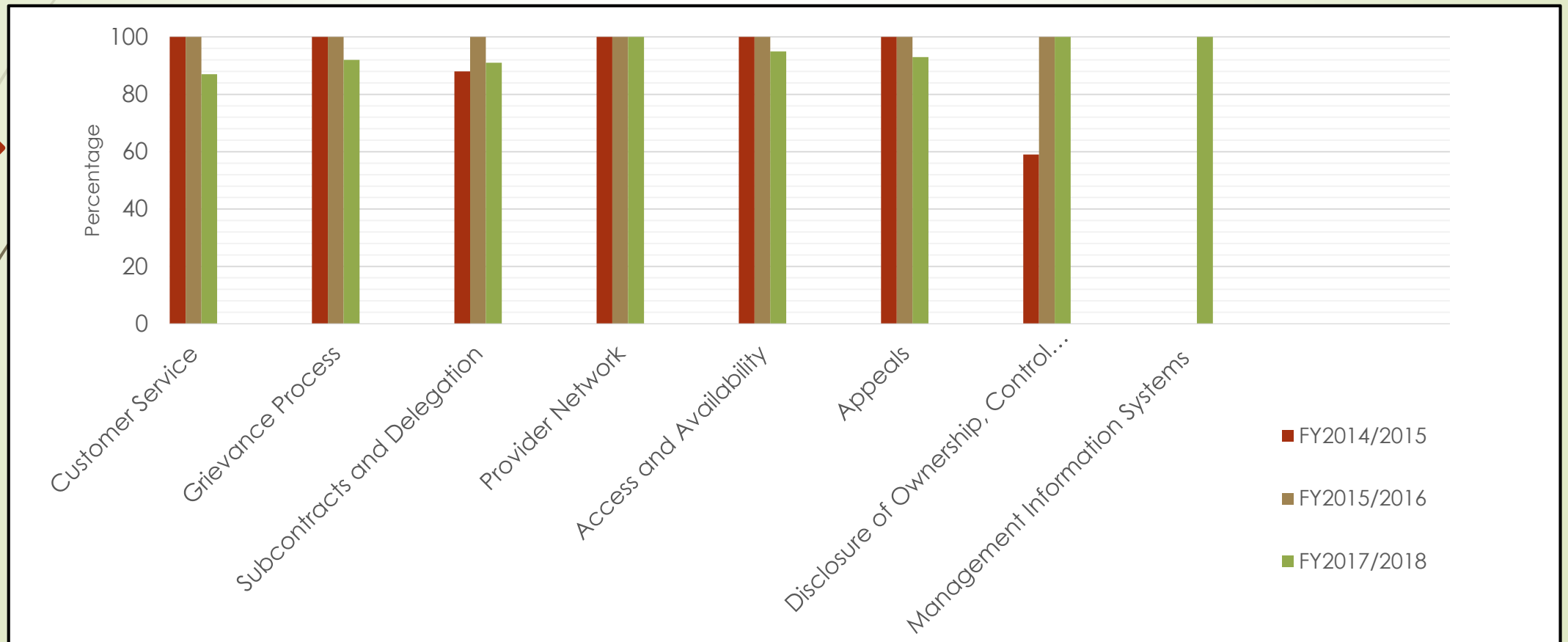
- ❑ Validates a set of performance indicators that were developed and selected by the MDHHS



External Monitoring and Auditing

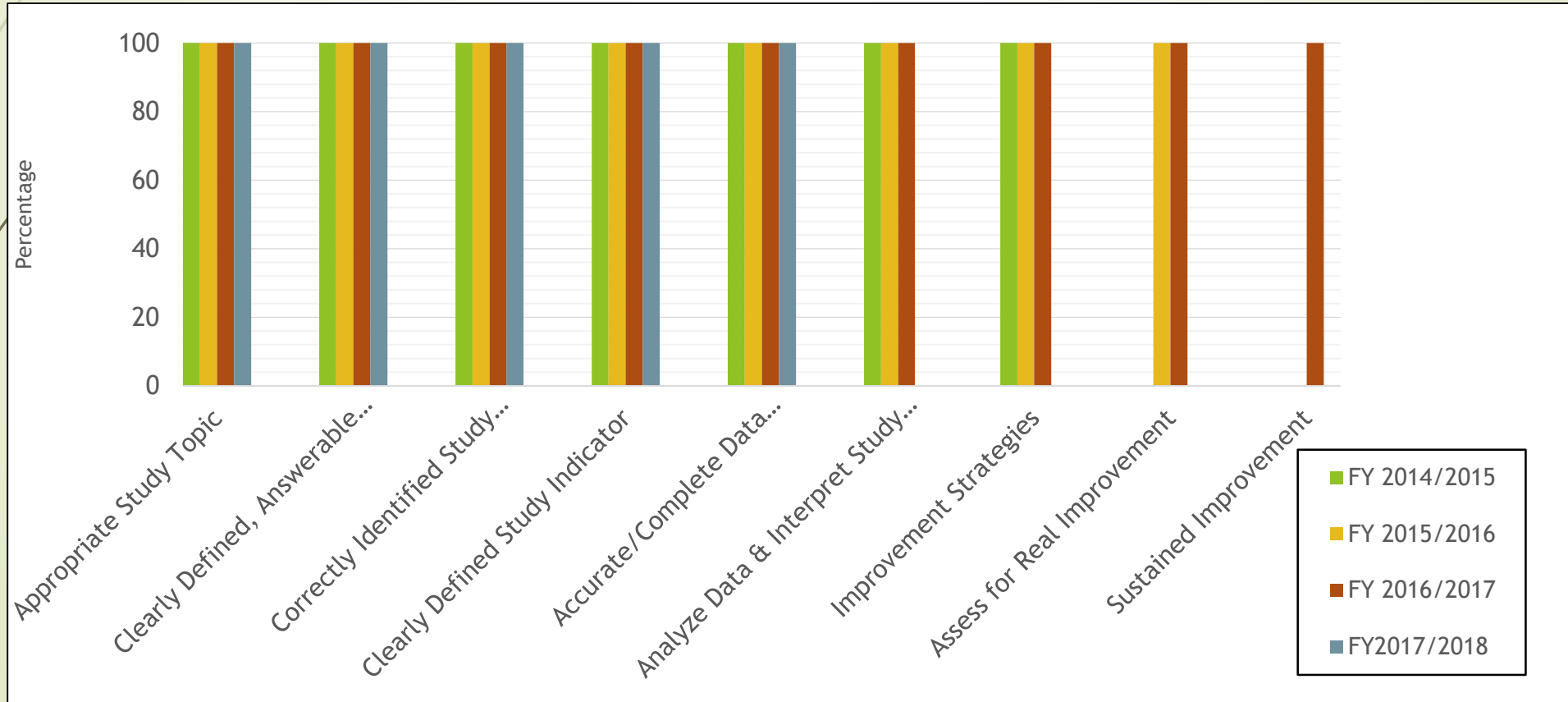
➤ HSAG Compliance Monitoring Review

- ☐ Compliance with Federal Medicaid Managed Care Regulations and contract requirements



External Monitoring and Auditing

- HSAG Performance Improvement Project (PIP)
 - ❑ Patients with Schizophrenia and Diabetes who had an HbA1c and LDL-C Test
 - ❑ Year 1 includes development of the study topic, question, population, indicators, sampling techniques, and data collection.



Complaint Reporting

➤ Customer Services:

- ❑ 151 Customer Services Complaints in FY2018 (decrease of 24.5% from FY2017)
- ❑ Summary:
 - Highest percent resolved with the Consumer/Family (43) (28%)
 - Lowest percent resolved with community member (1) (1%)
 - Highest percent for category of complaint was performance indicators (31) (21%)

➤ Compliance:

- ❑ 24 compliance concerns in FY2018 (an increase of 50% from FY2017)
- ❑ Summary:
 - Most complaints were originated by CMHSP staff (9) (38%) and SUD Staff (6) (25%)
 - The category with the most complaints included fraud/waste/abuse (10) (42%) and audit/reviews (5) (21%)

Summary

➤ Notable Strengths/Trends/Improvement:

❑ Areas of Improvement:

- FI's showed low compliance for staff training and required monitoring standards

❑ Strengths:

- Inpatient Hospitals showed good understanding of RR
- SUD providers showed improvement in MEV reviews with 2 of the attributes tested

❑ Trends:

- Upward trend in compliance with HSW standards in PCP and staff qualifications
- HSAG site reviews continue to show good compliance with standards

Summary

➤ Areas to Monitor:

- ❑ Implementation of the Home and Community Based Service standards
- ❑ Autism Benefit and Implementation of Services
 - Verification and oversight of credentialing for ABA providers
- ❑ DMC Site Reviews:
 - SUD providers had a combined average of 79% of standards for Peer Recovery Support Services
 - Consumer chart reviews showed an average of 71% of standards for Recovery Housing

➤ Areas of Risk

- ❑ Credentialing staff who provide Autism Benefit Services
- ❑ Peer Recovery Housing Services
- ❑ Accurate reporting of claims and encounters from the provider network