

## POLICIES AND PROCEDURE MANUAL

<b>Chapter:</b>	<b>Compliance</b>		
<b>Title:</b>	<b>External Quality Review</b>		
<b>Policy:</b> <input checked="" type="checkbox"/>	<b>Review Cycle:</b> Annually	<b>Adopted Date:</b> 09.02.2014	<b>Related Policies:</b> Compliance Program Integrity Compliance Reporting & Investigations Quality Management
<b>Procedure:</b> <input type="checkbox"/>	<b>Author:</b> Chief Compliance Officer, Quality Improvement Council (QIC)	<b>Review Date:</b> 11.05.2019	
<b>Page:</b> 1 of 2		<b>Revision Eff. Date:</b> 11.2015	

### **Purpose**

To ensure Mid-State Health Network (MSHN) and its Provider Network participate and comply with the expectations of the External Quality Review process conducted and/or arranged by the Michigan Department of Health and Human Services

### **Policy**

MSHN and its Provider Network shall participate in the External Quality Review (EQR) process arranged by the Michigan Department of Health and Human Services (MDHHS). MSHN and its Provider Network will strive to achieve full compliance of the standards as set forth in the MDHHS, Medicaid Specialty Supports and Services Contract.

MSHN shall address the findings of the external review through its Quality Assessment Performance Improvement Program (QAPIP). MSHN will develop and implement performance improvement goals, objectives, and activities in response to the external review findings as part of MSHN’s QAPIP through the Quality Improvement Council. A description of the performance improvement goals, objectives and activities developed and implemented in response to the external review findings will be included in QAPIP and provided to the MDHHS upon request.

MSHN staff will coordinate the EQR site review process and inform the Provider Network of applicable dates and timelines. MSHN staff will confirm provider network achievement of required EQR corrective action as a part of routine site reviews.

MSHN’s Provider Network will comply with any findings and related improvement goals as developed in the QAPIP.

### **Applies to:**

- All Mid-State Health Network Staff
- Selected MSHN Staff, as follows:
- MSHN’s Affiliates:  Policy Only     Policy and Procedure
- X Other: Sub-contract Providers

### **Definitions:**

**EQR:** External Quality Review

**MDHHS:** Michigan Department of Health and Human Services

**MSHN:** Mid-State Health Network

**PIHP:** Pre-paid Inpatient Health Plan

**Provider Network:** Refers to a CMHSP Participant and all Behavioral Health Providers that are directly under contract with the MSHN PIHP to provide services and/or supports through direct operations or through the CMHSP’s subcontractors.

**QAPIP:** Quality Assessment Performance Improvement Program

**Other Related Materials:**

MDHHS – PIHP Contract

**References/Legal Authority:**

MDHHS, Medicaid Specialty Supports and Services Contract, 7.9.1 – External Quality Review

**Change Log:**

<b>Date of Change</b>	<b>Description of Change</b>	<b>Responsible Party</b>
09.2014	New Policy	Chief Compliance Officer
08.2015	Update to MDHHS and add follow-up to EQR required corrective action	Chief Compliance Officer & Chief Executive Officer
08.2016	Annual Review	Director of Compliance, Customer Service and Quality
08.2017	Annual Review	Director of Compliance, Customer Service and Quality
08.2018	Annual Review	Director of Compliance, Customer Service and Quality
09.2019	Annual Review	Director of Compliance, Customer Service, & Quality