

POLICIES AND PROCEDURE MANUAL

Chapter:	Quality		
Title:	Monitoring & Oversight of SUD Service Providers Procedure		
Policy: <input type="checkbox"/>	Review Cycle: Biennial	Adopted Date: 01.2016	Related Policies: Monitoring & Oversight Policy
Procedure: <input checked="" type="checkbox"/>	Author: Chief Compliance & Quality Officer	Review Date: 03.04.2025	
Page: 1 of 3			

Purpose

The purpose of this procedure is to guide Mid-State Health Network (MSHN) in the process for conducting monitoring and oversight of the Substance Use Disorder Service Program (SUDSP) Provider Network to ensure compliance with federal and state regulations.

Procedure

In accordance with the MSHN Monitoring and Oversight Policy, MSHN will conduct reviews of the SUDSP Provider Network.

- A. The SUDSP monitoring schedule will be developed annually and distributed to the SUDSP's according to the Monitoring and Oversight Policy.
- B. Thirty (30) days prior to the site review, MSHN will send out a review checklist to guide the SUDSP Provider Network in preparing for the review.
- C. MSHN will send a list of files selected for review per facility/SUD license that include (treatment providers only):
 1. Adverse Benefit Determination (ABD) Notice Selection – ABD (min.2-max.8)
 2. Grievance & Appeal Selection – G&A (min.2-max.8)
 3. Chart Review – Selection based on charts selected above. Additional charts may be selected to ensure a sufficient sample of all programs and chart areas will be reviewed. (e.g. Medication Assisted Treatment (MAT), Women's Specialty Services (WSS), Case Management, Peer Supports, Detox, Residential)
 4. Staff Credentialing and Training

The review will consist of utilizing the following review tools and elements:

Treatment Programs

1. Program Specific – Review of the standards specific to programs offered by the provider.
2. Delegated Managed Care Functions – Review of the delegated managed care functions
3. Chart Review – Review of screening, assessment, individualized treatment plan, enrollee rights and clinical documentation.
4. Staff Training - Review of staff training documentation.
5. Staff Credentialing– Review of the credentialing and re-credentialing files.
6. Adverse Benefit Determination, Grievance and Appeal– Tool
7. Subrecipient Financial review

Prevention Programs

1. Prevention Program Tool:
 - a. Review of needs assessment data used to develop prevention priorities.
 - b. Review of activity sign-in sheets and any other evaluation data collected (i.e. pre/post-test, consumer satisfaction surveys, follow-up surveys)
 - c. Review of minutes for community meetings.
 - d. Review of Research you are basing your prevention activities on, and how you are providing programming based on fidelity.
 - e. Required units of service review
 - f. Review that services match the annual plan
 - g. Review of accuracy and timeliness of Michigan Prevention Data System (MPDS) entry.
 - h. Review of any materials produced paid in full or part with Mid-State Health Network funding.
 - i. Staff Training & Credentialing – Review of the primary staff qualifications and annual training
2. SUDSP Corrective Action Plan
3. Group and Coalition Observation Review

An optional pre-review conference will be offered to the provider. The conference will consist of a review of the materials that will be used during the review process.

An optional exit conference will be scheduled at the end of the review to discuss a summary of the results of the review.

In accordance with the Monitoring and Oversight Policy, MSHN will provide the SUDSP a written report that includes the results of the review within 30 days of the conclusion.

A survey will be sent to the SUDSP within 30 days of completion to allow feedback regarding the review and to ensure MSHN provides an opportunity for continuous quality improvement.

Applies to

- All Mid-State Health Network Staff
- Selected MSHN Staff, as follows:
 - MSHN CMHSP Participants: Policy Only Policy and Procedure
- Other: Substance Use Disorder Sub-Contracted Providers

Definitions

ABD: Adverse Benefit Determination
CFR: Code of Federal Regulations
MAT: Medication Assisted Treatment
MDHHS: Michigan Department of Health & Human Service
MPDS: Michigan Prevention Data System
MSHN: Mid-State Health Network
SUD: Substance Use Disorder
SUDSP: Substance Use Disorder Service Program
WSS: Women's Specialty Services

Other Related Materials

References/Legal Authority

- The Code of Federal Regulations (CFRs),
- PIHP managed care administrative delegations made to the SUDSP
- PIHP/SUDSP contract
- PIHP policies, standards, and protocols, including both MDHHS and PIHP ‘practice guidelines.
- Medicaid Provider Manual
- MDHHS/PIHP Contract
- Federal Procurement Guidelines (The Office of Federal Procurement Policy (OFPP) – Office of Management and Budget
- MSHN SUD Provider Manual
- LARA SUD Program Rules

Change Log:

Date of Change	Description of Change	Responsible Party
01.2016	New Procedure for SUDSP Site Reviews	Director of Provider Network Mgmt. Systems
03.20.17	Annual Review	Director of Provider Network Mgmt. Systems
03.2018	Annual Review	Director of Compliance, Customer Services & Quality
03.2019	Annual Review-Added financial monitoring language	Quality Manager
04.2020	Inclusion of required documentation for oversight	Quality Manager
11.2022	Biennial Review -Removed documents and steps that are no longer used.	Quality Manager
11.2024	Biennial Review- updated to reflect current changes in the review process	Compliance Administrator