

POLICIES AND PROCEDURE MANUAL

Chapter:	Quality		
Title:	Administrative & Retained PIHP Functions Contract Monitoring and Oversight		
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/> Page: 1 of 2	Review Cycle: Biennial Author: Chief Compliance Officer	Adopted Date: 12.08.2020 Review Date: 01.12.2021 Revision Eff. Date:	Related Policies: Quality Management

Purpose

This policy is intended to establish guidelines, as the Pre-Paid Inpatient Health Plan (PIHP), for the development and implementation of the Mid-State Health Network (MSHN). To ensure compliance with federal and state regulations, and to establish standardized processes for conducting a review of performance contracts.

Policy

MSHN shall create, implement and maintain a published process to monitor and evaluate its administrative and retained PIHP function contracts to ensure compliance with federal and state regulations and to ensure compliance with the contracted scope of work.

- A. MSHN shall conduct a full monitoring and evaluation process of administrative and retained PIHP function contracts at least annually prior to the expiration (or renewal) of the contract. This process will consist of utilizing a uniform contract assessment template to evaluate compliance with contractual requirements and deliverables identified in the scope of work.
- B. The contract assessment process shall consist of the following components:
 1. **Deliverables in the Contract Scope of Work:** Identified elements for each component evaluated based on: exceeds expectations, meets contract requirements, partial met contract requirements, unmet contract deliverables.
 2. **Customer Service/Satisfaction:** Includes contractor performance with the Provider Network, MSHN staff and MSHN Councils and Committees.
 3. **Contract Performance Strengths:** Includes identification of strengths related to contract performance.
 4. **Contract Performance Opportunities:** Includes opportunities for improvement in current performance, consideration for future growth, and requests related to new requirements.
 5. **Value (Price/ROI):** Includes an assessment based on contractor's deliverables, scope of work, contract price to determine value.
 6. **Recommendations:** Includes recommendation to renew contract, terminate or let expire.
- C. Overall responsibility for the contract monitoring evaluation process shall rest with the MSHN contract designee identified in the contract.
- D. Input and feedback regarding the assessment shall be obtained from related parties as appropriate. (e.g. Provider Network, MSHN staff, MSHN Councils)
- E. The contractor shall be given the opportunity to complete a self-assessment utilizing the MSHN performance contract assessment template.
- F. The MSHN contract designee shall discuss and review the completed performance assessment with the contractor to provide an opportunity for collaborative review and feedback.
- G. The completed assessment with the appropriate recommendation shall be forwarded to the MSHN Chief Executive Officer and MSHN Chief Financial Officer for consideration in future contracting.
- H. Final contract evaluation shall be maintained in the provider's contract file.

Applies to:

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

Definitions:

CMHSP: Community Mental Health Service Program

MDHHS: Michigan Department of Health and Human Services

PIHP: Prepaid Inpatient Health Plan

Provider Network: refers to a CMHSP Participant that is directly under contract with the MSHN PIHP to provide services and/or supports through direct operations or through CMHSP subcontractors.

Other Related Materials

Performance Contract Assessment Template

References/Legal Authority

N/A

Change Log:

Date of Change	Description of Change	Responsible Party
01.26.2015	New Policy	Chief Compliance Officer
03.2016	Annual Review	Quality, Compliance and Customer Service Director
03.2017	Annual Review	Director of Compliance, Customer Service & Quality
03.2018	Annual Review	Director of Compliance, Customer Service and Quality
03.2019	Annual Review	Quality Manager
10.2020	Biennial Review	Quality Manager