
Title 1	Northern Lakes Policies
Part 103	Managed Health Division
Subpart B	Contract Management
Policy No.	103.207
Subject	Provider Monitoring

Applicability

Policy applies to all Managed Health Division workforce members, Northern Lakes CMHA workforce members, and contract and network providers.

Policy

Northern Lakes CMHA Managed Health Division is responsible for continuous monitoring of the provider network to ensure access, quality of care, person-centered approach and customer satisfaction. It will utilize a variety of methods to monitor provider performance. Performance data is communicated back to consumers, providers, and the community in general. This process provides a format for continuous quality improvement across the service continuum.

Procedures

The Managed Health Division utilizes the following methods for network monitoring:

- Monthly reviews of standard reports that give data on access, penetration rates, utilization, length of stay, timeliness, performance indicators, outcomes, consumer satisfaction and consumer complaints. The appropriate network administrator or Managed Health Division committee address any issues identified for correction with the provider.
 - Annual site audits.
 - Consumer satisfaction efforts, which include such aspects as surveys and focus groups.
 - Monitoring for trends in complaints and grievances.
 - Monitoring for trends in recipient rights issues and violations.
 - Contract compliance audits.
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Adoption Date: June 4, 2006

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March 28, 2012
April 26, 2018

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