
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 employees, Northern Lakes CMHA employees, 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:

- Annual site audits.
 - 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

Review Dates: June 5, 2009
March 28, 2012
April 26, 2018

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October 11, 2021 TA