

SERVICE PROVIDER MANAGEMENT

Background:

Generations is responsible for contract compliance with direct service providers. Generations is also responsible for managing complaints and provider deficiencies.

Policy:

- Generations is responsible for monitoring contract compliance and delivery of service by contracted service providers. The Community Resource Coordinator/Vendor Liaison is responsible for contract compliance. A formal, on-site, Quality Assurance Compliance Review is conducted every 3 years. These include; homemaker, home health aide, and attendant care. The review evaluates the delivery of service and verifies compliance with state and federal laws and with guidelines as set by Generations. During this review, a unit audit is conducted to verify documentation for services billed to Generations, and EDS for Medicaid Waiver billing. An exit meeting is conducted with the provider representative to discuss the review upon completion. A written copy of the review is mailed to the provider as well as a cover letter that contains guidelines for completion of a 'plan of correction'. A copy is maintained in the provider's file at Generations.
- In addition, a desk audit is completed for Generations transportation and legal contracts, home delivered meal providers and Personal Emergency Response System Providers. Verification of regulatory documents is provided.
- A copy of insurance including additional insured and a license is kept on file and updated annually for all contracted providers.

Generations utilizes a team approach and all appropriate staff and Generations Executive Council will be notified and/or involved in the process. Service Providers may be cited for deficiencies or non-compliance for the circumstances listed below:

- During service provider quality assurance assessment reviews.

- When a service provider is not adhering to the Generations' Fee-For-Service Memorandum of Agreement or the Generations' Grant Funds Contract.
- When a service provider is not in compliance with Generations' policies and procedures.

Procedure:

Initially, Generations will try to resolve all issues verbally as appropriate to the situation. Should the deficiency require a more formalized system of correction, the progression of events for a cited deficiency or non-compliance issue will be as follows:

- The deficiency will be discussed verbally with the service provider and a plan of action and timeline will be discussed to resolve the issue.
- The cited deficiency will be re-stated in a letter to the service provider, along with the agreed upon plan of action and timeline for compliance.
- Should the deficiency not be corrected as stated in the plan of action, the service provider will be contacted to determine why it has not been corrected and what further steps need to be taken. Depending on the severity of the issue, the provider may be placed on probation pending the correction of the deficiency. All action steps will be put in writing.
- Should the deficiency still not be corrected, the service provider will be placed on probation or terminated as decided by a committee that includes, but is not limited to, the Executive Director, Director of Operations, Generations' Council Executive Board, Generations Case Management representative, and the Vendor Liaison for Generations. This decision and any other action steps necessary will be put in writing to the provider.

Date Approved: January, 2003

Date Revised: May 24, 2006, September, 200, March 2017

Date Reviewed: Jan 2018

Cmb/sk