

**STATEMENT OF WORK:  
Specialized Residential Services  
Provided in Licensed Settings**

Target Geographical Area for Implementation:

- Arenac County                       Bay County                       Other:

Consumer Populations to be Served:

- Adults with Serious Mental Illnesses                       Adults and/or Children with Developmental Disabilities                       Persons with Substance Use Disorders  
 Children with Serious Emotional Disturbances                       Other:                       Other:

Service Locations Covered by this Agreement:

Provider is engaged to deliver Services at the locations listed in the table:

Licensed, Specialized Residential Facility Name and Location	Number of Persons To Be Served	Estimated Home Daily per diem

Services to be Provided:

Provider is engaged to render the Services listed and defined below:

Service Definition Number	Service Title	HCPCS Code	Unit Type	Rate
1	Personal Care Services	T1020	Day	Individualized*
2	Community Living Supports	H2016	Day	Individualized*
3	Enhanced Pharmacy	T1999	Item*	Varies

\*Based on results of the Personal Care and Community Support Services Assessment (Form 3803)

Total estimated number of individual consumers to be served under this Agreement: \_\_\_\_\_

## Service Definitions:

1. **Personal Care Services** are defined as services provided in accordance with an individualized plan of service that assist a recipient in performing his own personal daily activities. Services may only be provided in a licensed foster care setting with a specialized residential program certified by the state. **Personal Care Services are covered when authorized by a physician or other health care professional in accordance with the Individual Plan of Service (IPOS), and rendered by a qualified person. Supervision of Personal Care Services must be provided by a health care professional who meets the qualifications in the Medicaid Manual.**

Personal Care Services include assisting the individual to perform the following:

- Assistance with food preparation, clothing and laundry, and housekeeping beyond the level required by facility licensure (e.g., beneficiary requires special dietary needs such as pureed food);
- EATING/FEEDING: the process of getting food by any means from the receptacle (plate, cup, glass) into the body. This item describes the process of eating after food is placed in front of an individual.
- TOILETING: the process of getting to and from the toilet room for elimination of feces and urine, transferring on and off the toilet, cleansing self after elimination, and adjusting clothes.
- BATHING: the process of washing the body or body parts, including getting to or obtaining the bathing water and/or equipment, whether this is in bed, shower or tub.
- GROOMING: the activities associated with maintaining personal hygiene and keeping one's appearance neat, including care of teeth, hair, nails, skin, etc.
- DRESSING: the process of putting on, fastening and taking off all items of clothing, braces and artificial limbs that are worn daily by the individual, including obtaining and replacing the items from their storage area in the immediate environment. Clothing refers to the clothing usually worn daily by the individual.
- TRANSFERRING: the process of moving horizontally and/or vertically between the bed, chair, wheelchair and/or stretcher.
- AMBULATION: the process of moving about on foot or by means of a device with wheels.
- ASSISTANCE WITH SELF-ADMINISTERED MEDICATION: the process of assisting the client with medications that are ordinarily self administered, when ordered by the client's physician.

“Assisting” means staff performs the personal care tasks for the individual; or performs the tasks along with the individual (i.e., some hands on); or otherwise assists the individual to perform the tasks himself/herself by prompting, reminding, or by being in attendance while the individual performs the task(s).

Documentation must be maintained **and include the following:**

**An assessment of the person's need for personal care**

Documentation of the specific days on which personal care services were delivered consistent with the IPOS.

2. **Community Living Supports** are used to increase or maintain personal self-sufficiency, facilitating an individual's achievement of his/her goals of community inclusion and participation, independence or productivity. The supports may be provided in the participant's residence, (i.e. licensed facility, own home, family home, apartment) or in community settings (including, but not limited to, libraries, city pools, camps, etc.). Coverage includes:

- Assisting (that exceeds state plan for adults), prompting, reminding, cueing, observing, guiding and/or training in the following activities:
  - Meal preparation;
  - Laundry;
  - Routine, seasonal, and heavy household care and maintenance;
  - Activities of daily living such as bathing, eating, dressing, personal hygiene;
  - Shopping for food and other necessities of daily living.
- Staff assistance, support and/or training with such activities as:
  - Money management;
  - Non-medical care (not requiring nurse or physician intervention);
  - Socialization and relationship building;
  - Transportation to/from community activities; Participation in regular community activities and recreation opportunities (e.g. attending classes, movies, concerts and event in a park; volunteering; voting). Transportation to and from medical appointments is excluded.
  - Attendance at medical appointments; (transportation costs are not reimbursable).
  - Acquiring or procuring goods (other than those listed under shopping and non-medical services).
- Reminding, observing and/or monitoring of medication administration;
- Staff assistance with preserving the health and safety of the individual in order that he/she may reside or be supported in the most integrated, independent community setting.

Transportation to medication appointments is covered by Medicaid through MDHHS or the Medicaid Health Plan.

3. **Enhanced Pharmacy** - Physician-ordered, nonprescription "medicine chest" items as specified in the person's individual's plan of service. There must be documented evidence that the item is not available through Medicaid or other insurances, and is the most cost effective alternative to meet the individual's need. The following items are covered:

- Special oral care products to treat specific oral conditions beyond routine mouth care (e.g. special tooth paste, tooth brushes, anti-plaque rinses, antiseptic mouthwashes,).
- Vitamins and minerals
- Special dietary juices and foods that augment but do not replace a regular diet

- Thickening agents for safe swallowing when the beneficiary has a diagnosis of dysphagia and either a) a history of aspiration pneumonia or b) documentation that the individual is a risk of a feeding tube without the thickening agents for safe swallowing.

Coverage excludes routine cosmetic products (e.g., make-up base, aftershave, mascara, and similar products).

Exceptions: CLS services may not supplant services otherwise available to the beneficiary through the local educational agency under the IDEA or the Rehabilitation Act of 1973 or state plan services, e.g., Personal Care, Home Help, Expanded Home Help.

Other Conditions:

1. Personal Care Documentation Requirements: It is a long-established requirement that providers must document the provision of personal care services in licensed specialized residential settings.
2. Enhanced Staffing CLS per diem adjustments may be authorized by BABH for rare occurrences when high support needs exist outside of the norm. Authorizations are time limited and may be approved for up to a 12 week period. A request must be submitted in writing to the Director of Integrated Care.
3. Provider will comply with BABHA expectations that contractual increases in compensation must be distributed to its direct care workers as soon as possible following the date Provider receives compensation increases from BABHA, including lump sum payments and/or per diem increases for such purposes. In addition and upon request, Provider agrees to submit periodic reports to BABHA which shall include the range of rates of pay for employees providing direct care to BABH consumers served under contract. Direct care workers are those working in local residential settings and paraprofessionals and other non-professional direct care workers in (non-residential) settings where skill building, community living supports, training and personal care services are provided. The reports will list each employee position or classification, together with the actual rate or rates of pay for each position or classification for the applicable time period, including the starting rate and each rate/step increase.

**A.1 Provider Specific Services Requirements.**

In addition to the duties and obligations set forth in the Agreement, Provider shall comply with the following specific requirements for services rendered by **Specialized Residential Providers in Licensed Settings:**

- A.1.1 Provider shall remain fully licensed at all times and must comply with all AFC licensing guidelines as issued by the Department of Licensing and Regulatory Affairs (LARA). This includes Certification Rules for Specialized Residential Programs. Provider agrees to immediately notify BABHA of any notice of deficiency from any regulator.
- A.1.2 All staff who work with individuals in specialized residential settings shall have, at a minimum, successfully complete the Group Home Curriculum (GHC) and all other required training courses identified in **Exhibit D: Provider Training Requirements**. Training shall be arranged by the Provider and provided by BABHA (where available) or by training organizations or resources that follow a MDHHS curriculum and are approved in writing by BABHA.

- A.1.3 Provider understands and agrees that any untrained staff shall only work with individuals under the direct supervision of trained staff and any person engaged in direct care work shall successfully complete all required training within 90 days of hire, and complete all annual refreshers and updates.
- A.1.4 Training beyond what is required under contract is the financial responsibility of the Provider. Additional trainings secured through BABHA will be based on a predetermined fee. Provider's internal training resources should be utilized whenever possible.
- A.1.5 A twenty-four (24) hour cancellation notice is required for all trainings conducted by the BABHA Staff Development Center. The Provider will contact the Staff Development Center at (989) 895-2395, or via email to [staffdevelopment@babha.org](mailto:staffdevelopment@babha.org), immediately upon becoming aware of a cancellation, but no later than 24 hours in advance. The first no-show without proper notification will result in a warning letter being issued to the Provider. Subsequent no-shows will result in an assessment fee of \$50.00 per no-show violation applied to the program. Upon the third no-show violation, a written corrective action plan must be submitted by the Provider to BABHA within 10 business days that specifies what will be done to resolve this issue. Failure to follow through with corrective action will result in further actions, including a decision to limit access to training resources.
- A.1.6 Provider shall maintain an adequate number of staff on duty at all times, at least one of whom shall be fully qualified and trained to meet the consumer(s)' PCP needs, familiar with and capable of implementing emergency procedures, and alert at all times when any consumer is in the home. Direct (face-to-face) supervision will be provided at least weekly to direct care staff. This would include at least one (1) hour of observing a variety of the employee's work activities, and providing training and consultation as needed. Provider shall designate an individual who shall be responsible for the administration of each home and who will be available to the staff, BABHA, and any BABHA designated agent on a twenty-four hour basis and who shall be able to take any necessary actions on behalf of the Provider. Each home shall have its own Home Manager unless prior **written** approval has been granted otherwise from BABH.
- A.1.7 Provider staff is encouraged to participate in consumer's PCP process by identifying the staff person that knows them best to attend the PCP meeting.
- A.1.8 **Provider is responsible for being available to respond to issues that arise in the vocational programs or a person's location of employment such as the need to pick someone up early or the need to provide personal care items. The Provider will respond promptly to requests from the vocational programs for assistance and the Provider will provide the vocational programs with the home and mobile number that will allow them to reach the residential staff. The Provider needs to have a backup plan if the home staff is not available. The Provider will support people who wish to be or already are employed to ensure that their job responsibilities are supported. It is not up to home staff what days or hours the person can work.**
- A.1.9 **Provider will have a process in place to support and encourage people in learning independent living skills to the best of the person's ability such as cooking, cleaning, laundry, dressing and grooming, etc.**
- A.1.10 Medication Administration:
- a) The administration of medication will be determined by doctor's order and monitored by trained residential staff. All staff distributing medications will be trained by BABHA's Training Course. This staff training will include "Introduction to Residential Services, Basic Health and Medications, and Rights of Individuals." Provider will ensure that the home staff will obtain medication administration training updates from the home's or designated Registered Nurse on at least a yearly basis or more often, if necessary. The Provider shall undergo such additional training as BABHA may specify from

time to time. Evidence of this training and the results of the training must be documented in each staff's personnel file.

- b) Provider will ensure on-going training/in-service to home staff related to specialized medical procedures in the home as the consumer's illness/condition requires. This will occur prior to working with the person, yearly and on an as needed basis as the consumer's condition changes. The Provider will ensure this training is provided by the professional staff for the specific discipline. Evidence of this training must be documented in the staff's personnel file.
- c) Provider will ensure that it has policies and procedures in effect addressing medication administration, storage and specialized medical procedures. Provider will ensure processes are implemented for safe and effective medication use and disposal of medications that are either discontinued, expired, or recalled. Provider will ensure a procedure is in place to cover these incidences and the meds will be sent back to the pharmacy for disposal.
- d) Medication administration will be documented each time medications are given. All medications will be stored in an appropriate, climate-controlled, locked cabinet. **Keys to medication cabinets will be secured to limit access to the Medication Passer.** Any medication errors or failure to document medication distribution will be reported on an "Incident Report Form."
- e) BABH requires that remedial education occur if an individual is identified as responsible for undesirable medication occurrences as defined in BABHA policy and procedure: **C07-S03-T07 Remedial GHC Training for Undesirable Medication Occurrences.** Provider staff that do not comply with the required remediation education process may not administer medications until compliance is achieved.

A.1.11 Criminal Background Check - Fingerprinting. In addition to the requirements set forth in the Agreement regarding criminal background checks, Provider must obtain and process the fingerprints of its employees and other individuals performing Services hereunder.

A.1.12 Environment of Care:

- a) Each specialized home shall maintain consistent compliance with all Fire Safety requirements, including any such requirements as may be outlined by BABHA from time to time, and will provide BABHA with written proof of compliance, upon request.
- b) In the event that this contract is terminated, or consumers who were served by the Provider are discharged or transferred, the Provider shall immediately surrender all medications and personal property belonging to the consumers or to BABHA, including all home furnishings and any vehicles the Provider has not elected to purchase.
- c) Title to equipment with a value exceeding \$1,000, purchased by the Provider within the last three year fiscal years, and financed in whole or part with BABHA's Medicaid or state general funds may be assumed by BABHA as of the end date of the contract. The Provider will submit a complete inventory of equipment purchased during the previous three years including the ending year, to BABHA within 30 days of the contract end date. The Provider is responsible to facilitate the assumption of said equipment by BABHA. Costs of taking possession of the equipment are the responsibility of BABHA.
- d) BABHA hereby restates its intent that the Provider is responsible for all aspects of the facility to house the program. If the Provider owns the home or is leasing the home from a third party owner, the Provider shall pay all rentals, utilities or other amounts promptly as they become due, shall maintain the home in good condition, perform all routine maintenance, and shall in all respects comply with any

lease or mortgage terms and take all steps necessary to insure the uninterrupted use of the premises by the consumers. The Provider shall be responsible for any cost of repair or damage to the physical structure and contents of the homes and surroundings caused by its negligent acts or omissions of its employees, agents or others working on its behalf. The Provider must notify the BABHA Facilities Manager, in writing, of any damage to the premises which exceeds normal wear and tear within three (3) days of occurrence, and all necessary repairs must be completed by the Provider within 30 days. Damage that impacts consumers must be repaired as soon as possible with reasonable accommodations made until the repairs are completed. Damage caused by the consumer may be reimbursed as long as there is an incident report detailing the situation, it was not due to negligence and lack of appropriate supervision and intervention by the staff and bids are secured. Refer to the *Schedule of Responsibility on Leased Property*.

- e) Licensed residential facilities under this Agreement are subject to an annual safety and facility inspection, to be conducted by the BABHA Environment of Care Office. Unless damages are determined to be consumer-inflicted and are outlined on the *Schedule of Responsibility on Leased Property*, all repairs identified are the financial responsibility of the Provider or the property landlord, as determined by the lease. BABHA reserves the right to withhold payments until identified repairs are made.
- f) Video recording of individual recipients may be taken for purposes of providing services to the recipient, determining the identity of the recipient, or for education and training with the prior written consent of the recipient or the recipient's legal representative. The recording must be maintained in the recipient's record until discharge or until the purpose for which the recording was done ceases to exist. Provider may not video record images of multiple recipients in common areas of the group home. Provider may monitor with cameras where the images are not captured and recorded (ex: at front door to monitor driveway or second floor hallway to monitor activity).
- g) Staff must have a release in order to take photographs of persons living in the home. Under no circumstance should photos be posted on social media. Staff should not be taking photos on their personal cell phones.

A.1.13 The Provider shall conduct bed checks at least once every two hours throughout the night or more frequently as the person's condition and plan requires. The check needs to involve a face to face observation of the person and there must be documentation that the check occurred.

A.1.14 It is required that documentation be completed at the end of each shift. Documentation should be sufficient to show what occurred on that shift (community inclusion, concerns, health and safety issues, behavior issues, etc.)

A.1.15 All provider direct care staff must be offered the Hepatitis B vaccine upon employment. A list of vaccine series or refusal statement must be documented and maintained in the staff files.

A.1.16 All provider direct care staff must be given a TB test upon employment and every three (3) years thereafter. Staff with previous positive PPD tests are routinely monitored for signs and symptoms of reactivation. Documentation will be maintained in staff files by the Provider.

## **A.2 Performance Requirements and Indicators.**

### **A.2.1 Primary Healthcare Integration:**

The Provider agrees to coordinate service delivery with the recipients' health care providers, including each recipient's primary health care provider. Providers are responsible for obtaining recipient consent to release and/or exchange information with the recipient's primary health care provider, or other providers, and with that consent, agrees to inform the primary health care provider of the initiation of services, to engage in discussion with the primary health care provider of any significant change in the course of treatment or care, including medication changes, and to integrate into the Providers' treatment plan input received from the primary care physician.

Providers are encouraged to assist persons living in the home to live a healthy life style. This may include providing options for healthy snacks, meals and beverages and encouraging fun activities that help people be active such as taking walks, Wii games, swimming, etc. Unless required in the person's plan this does not mean that we force the person or that we remove a person's choice and control but rather finding ways to encourage and model healthy lifestyles.

### **A.2.2 Improving Outcomes For People:**

Providers are required and will be monitored in taking affirmative steps to further the community connecting objectives of the persons with whom they support, consistent with the Inclusion Best Practice Guideline, the Consumerism Best Practice Guideline, the Home and Community Based Services Rules and the Personal Care Technical Requirement (the Provider Manual).

It is an expectation of the provider staff to include and engage people living in the house in the day to day decision making and routines. These outcomes will be measured in major areas. The following performance requirements are contractual obligations of the provider.

#### **a) Assuring maximum choice and control for all persons served in ensuring that the person is engaged in their community for services, leisure activities and hobbies :**

- Meal and snack choices and preparation as well as meal and snack times
- Times they choose to go to bed and wake up
- Active participation and choices in community experiences. The person served should have the opportunity to develop hobbies, engage in leisure activities they enjoy and have the opportunity for these both scheduled and unscheduled. There should be an opportunity to do this 1:1 if they choose. Although going along with staff to regular activities such as to the bank, errands, grocery store and other like activities are valuable and important in a quality life, these do not count as quality community activities that are recreational, are related to the person's interests and hobbies, or that involve family and friends. The intent is that people are having quality opportunities in their community to have fun, spend time with friends and family, engage in hobbies, go to a place to work or volunteer, going to a community business to work out/exercise and participating in other fun events. It is the person themselves who determines the value of the community activity.
- The provider will find support staff that have the same interests and are willing to participate in each experience
- Support and encourage people who want to vote
- People living in the home should have direct control of their spending money at all times
- Decisions about purchases or spending must be made with the person present



- Withdrawals of personal funds are initiated by the individual and in amounts and frequencies determined by him/her. Banking transactions should occur with the person present.
- b) Promote and support building meaningful and lasting relationships. At a frequency determined by the individual, the provider will facilitate opportunities, including but not limited to:
- Social opportunities of not more than three people, with opportunities for one-to-one experiences
  - Church attendance, membership, and participation in organized church activities (choir, volunteering, recreational trips, etc.)
  - Entertainment experiences (including movies, parks, restaurants, etc.)
  - Support in developing relationships and friendships associating with others in clubs, social organizations or volunteer experiences.
  - Participation in sports or other physical activities, but not limited to:
    - Walking
    - Health club memberships
    - Participation in sports as spectator
  - Promote and support the development of family and friend relationships (help with organizing visits, help the person recognize birthdays and special events through gifts or cards, etc.)
  - Opportunities to care for pets
- c) Assuring active engagement that truly connects people within their community.
- Persons residing in the home have a part in the day to day operation and upkeep of the home (e.g. cleaning their room, laundry, dishes, grocery shopping, yard work, running errands, etc.)
  - Active participation in the development of the homes schedule of activities, program rules, visiting hours and choices to be carried out
  - The experiences and events that the individuals participate in are sponsored by the community and not by human services/disability organizations
  - Goods and services associated with community living, for example haircuts and doctor appointments, should occur in the community utilizing available natural and community supports and vendors
  - Support each individual in completion of My Profile or a similar tool 30 days before the PCP. The provider needs to document that the person has had an opportunity for choice in the services they receive and the activities that they engage in. **The person must be provided with the information on how to request a change to their services.**
  - Provider will have adequate transportation for each home so that individuals can fully participate in community activities.
  - Opportunities to participate in community activities and spend time with friends should be available on short notice (not always required to be scheduled a week in advance or limited to a specific number of community activities only on certain days).
  - Persons residing in the home shall have access to a phone that they may use to engage family and friends.
- Conditions:
- Documentation of resident meetings **and progress notes** where the above opportunities have been provided is a requirement.
  - Documentation of staff attempts to determine the person's interests and preferences around these guidelines must be documented.

- Documentation of staff meeting minutes reflective of community inclusion planning is required.
- Unannounced audits will occur.
- Limits to choice and control may only be implemented if addressed in the person centered plan and outlined in a behavior treatment plan when required.

d) Promoting and sustaining a Culture of Gentleness, and services that are Recovery focused and Trauma Informed:

The philosophies of a culture of gentleness, recovery and trauma informed are key components to the BABH provider system. BABH requires that all Provider staff be trained in these philosophies upon hire and every two years (see Attachment D – Training Requirements). BABH will make resources available upon request including training materials and staff presenters.

e) Home and Community Based Services:

The provider will educate themselves and their staff on the new HCBS revised rules related to settings that do not isolate. The intent of the rules are to ensure that individuals are not isolated from their community, that they have a high level of choice and control in their lives and that the home does not look like an institution. The provider will work with BABHA to achieve full compliance with the rules by September 16, 2018. The provider will cooperate with any assessments of their setting performed through the MDHHS, the PIHP and/or BABHA. Key components that the provider will need to address are as follows (although many of these items are already contract requirements that BABH audits on routinely). Limits on these areas may only occur through the IPOS and/or Behavior Treatment Plan.

- The individual served has a high level of choice and control about their daily life (community activities, food choices and meal time, sleep and wake schedule, clothing, how to spend their money, roommates, bedroom decorations, etc.). The Provider will have a process for ensuring that the person's preferences are honored whenever possible and individuals in the home need to be empowered to make decisions and to share their preferences and desires.
- Staff will treat people living in the home with dignity and respect at all times.
- Persons in the home should be afforded privacy (if they desire) for meals and private time as well as for use of the bathroom and for personal care.
- Services will occur in the community where other people without disabilities receive services (haircuts, doctor appointments, banking, etc.).
- The provider will develop a lease agreement (resident agreement) with each person that lives in the home. The agreement will outline the eviction process as well as their appeal rights and it will outline visitation rules, etc.
- The home shall allow individuals to have visitors of their choosing at any time. Reasonable rules may be established if they are developed with input and agreement of the people who live in the home and are clearly documented and available to the persons in the home.
- Bedroom and bathroom doors will have doors that lock but also allow free egress. Staff must have access to the keys for emergencies. Each person in the home should be assessed at admission and ongoing for any health and safety reasons prevent locking doors. This must be outlined in the IPOS. Locks must meet licensing rules.
- The person shall have the opportunity to engage in meaningful activities in the community such as community integrated employment/skill building, volunteer opportunities, visits with family and friends, etc.
- The person should have easy access to the phone for communication with friends, family and others.
- The Provider will educate persons in the home about how to make their interests and preferences known, how to change services, and how to file a complaint.

- The home should appear like a home and not an institution (e.g. protocols, plans, rules are not posted all over walls, the persons should have some say on decorations, etc.).
- If the home staff believe there are health and safety issues that affect the person's ability to have free choice and control on the items above, these areas must be addressed by the treatment team and any restrictions identified in the Individual Plan of Service and/or a Behavior Treatment Plan.

Providers that do not meet the rules related to "settings that don't isolate" will be required to come into compliance by September 16, 2018. A plan of correction will be required that documents how the provider will come in compliance with the rules. Documentation will be key for Providers to show evidence that they meet the HCBS Rules. During fiscal year 2017, BABHA is requiring Providers to continue planning for how they will ensure compliance with the HCBS revised rules including educating staff, making changes to their practices, revising their policies and procedures, program rules and documentation processes as needed. During 2017, BABHA will be working with providers to assess their progress in achieving compliance with the rules.

f) Strategic Planning and Performance Improvement

- The organization must have a vision for the future, and the people you support have been involved in the development of that vision.
- The people you support as well as staff must understand the vision.
- The organization will maintain an internal Performance Improvement Plan that will identify what types of information to collect to measure progress.
- The organization must offer regular opportunities for staff to improve their skills (e.g., training on person centered planning, recovery, relationship development).
- The people served by the organization must have an active role in evaluating their services.
- The organization must be supportive of their staff, thereby establishing an inviting, caring, and fun environment.
- The Provider will monitor staff turnover and have mechanisms in place to minimize staff turnover (training, pay, access to management support, recognition, crisis response, etc.).
- Provider will engage in a quality improvement process relative to improving outcomes for people they serve and promoting a culture of gentleness and a recovery orientated and trauma informed system of care.
- Provider will have a written crisis response process/plan which will describe what the response will be for homes that are experiencing crisis such as assaultive behavior, property destruction, consumer death, a traumatic event, etc.. The process will include not only the crisis response process but when and how to contact management for assistance and a process to debrief with staff and persons served following a crisis or traumatic event.

A.2.3 Consumer Satisfaction

- a) All CMHSP-sponsored consumers will be requested to participate in a standardized consumer satisfaction process that is adopted by the Provider.
- b) The results of the consumer satisfaction measurement process will be available to the Provider Network Management Department at least annually, or per the time frame specified in provider policies or procedures pertaining to consumer satisfaction reporting.
- c) The Provider will have a process in which they evaluate and respond to survey responses.

#### A.2.4 Billing and Claims:

- a) Provider is encouraged to submit claims using the online billing module available to BABHA providers.
- b) If submitting paper claims, at least 95% of submitted claims will be accurate for purposes of immediate processing and reimbursement.
- c) All Coordination of Benefits (COB) claims shall be submitted using paper claims with a copy of the Explanation of Benefits (EOB) from the primary insurance(s) attached.
- d) Standard practices shall be to submit claims as soon as practical after the delivery of service. All claims must be submitted **90 days** of the delivery of service, **or within 90 days of receipt of the EOB from the primary insurance.**

#### A.2.5 Additional Performance Dimensions Monitored By BABHA:

- a) Number of MDCIS critical licensing and/or specialized certification violations.
- b) Percentage of recipient rights complaints that are substantiated.
- c) Infection Control Reporting:  
Providers of personal care and community living supports services in licensed residential facilities are required to notify the Bay-Arenac Behavioral Health Infection Control Coordinator of all reportable infections as soon as possible, but not to exceed seven calendar days from the onset of the infection. This requirement includes infections of recipients of care and staff.

Infection reports may be phoned in by calling 989-895-2292 or made via fax to 989-497-1520 using the Infection Surveillance and Control Reporting Form. If there are no reportable infections for a calendar month, providers may fax the Infection Surveillance and Control Reporting Form or call indicating that there were no reportable infections at the end of the month. These reports are due to the Bay-Arenac Behavioral Health Infection Control Coordinator no later than the fifth business day of the next month.