



Policy Bulletin

Bureau of Drug and Alcohol Programs

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Updated Language Related to Contracted SCA Monitoring and the QAA Process in the DOH/SCA Grant Agreement

Effective immediately, language related to Single County Authority (SCA) provider monitoring and the Bureau of Drug and Alcohol Program's (BDAP) Quality Assurance Assessment (QAA) process has been updated in BDAP's Operations Manual, Sections 9.02 and 9.03. Amended language has been identified in **red** font.

- Operations Manual, Section 9.02, Contracted Provider Monitoring, now reads:

9.02 Contracted Provider Monitoring

- (A) The SCA shall monitor the administrative and program performance of its drug and alcohol direct service contractors annually, as per BDAP's Report Schedule, to identify contractual deficiencies requiring corrective action. BDAP will assign providers to SCAs for the purpose of monitoring, based on contract data entered into the SCA Data Site.

SCAs are not required to monitor providers of intervention, **hotline, screening for emergent care, after-hours availability, evaluation services of special grants (i.e. SPF-SIG), and any medical services involving direct contact with clients (i.e. Buprenorphine)** services.

- (B) If an SCA is assigned by BDAP to monitor a provider, the SCA must monitor all contracted services provided on behalf of any SCA which contracts with the provider, whether or not the provider is performing those services for the monitoring SCA.
- (C) If the SCA allows a contracted provider to further subcontract for services, the SCA must monitor both the contractor and the subcontractors for adherence to BDAP's requirements as defined in this section.
- (D) SCAs must adhere to the instructions delineated on the Provider Monitoring Tool.
- (E) If contractual deficiencies are identified during the monitoring process, the SCA shall require corrective action plans (CAP) to be submitted by the contractor or subcontractor.

- 1) The SCA must review the CAPs to determine adherence to requirements and document acceptance of the CAP.
 - 2) The SCA must also have a process in place to sanction the contractor or subcontractor until a corrective action plan(s) is accepted.
- (F) The SCA is required to keep all documentation related to the monitoring of each provider, to include monitoring tools and documentation of corrective action. SCAs must retain this documentation for a minimum of four years after the termination of the 2010-2015 Department of Health (DOH)/SCA Grant Agreement or four years after the date of last payment, whichever is longer.
- (G) The SCA must complete the BDAP Provider Monitoring Summary Report and make the report available, per BDAP's protocols delineated on the Provider Monitoring Tool, to all other SCAs contracting with the Provider(s).

- Operations Manual, Section 9.0, Quality Assurance Assessment Process, now reads:

9.03 Quality Assurance Assessment Process

The purpose of the QAA is to measure the SCA's compliance with regard to meeting the requirements delineated in the DOH/SCA Grant Agreement and all documents incorporated by reference. The QAA review examines the SCA's service delivery system and identifies areas of compliance, as well as contractual deficiencies in need of corrective action.

- (A) Prior to the on-site QAA review, the SCA is required to submit various policies, forms, and contracts.
- 1) The SCA must carefully review all required pre-submission documents before sending to BDAP in order to ensure the most current/approved documents are provided. If the most updated documents are not pre-submitted, they will not be reviewed on-site but will be reviewed prior to the issuance of the QAA Report.
- (B) BDAP Program Representatives will not accept revised documents while on-site. This would apply to any revised pre-submission or on-site documents that were found to be deficient. These documents may be submitted during the 10-day post-QAA period.
- 1) If the SCA submits documentation to address deficiencies during the 10-day post-QAA submission period, information must be submitted as follows:
 - Only one mailing will be accepted.
 - The mailing is to be addressed to the Program Representative
 - The mailing is to be postmarked no later than 10 business days after the last day of the on-site review.
 - All materials submitted must be dated and clearly labeled as to the deficiency to which the information pertains.
 - 2) The QAA Report will reflect BDAP's review of the information submitted.

- (C) Should the SCA fail to **correct** deficiencies in **a timely fashion**, BDAP may suspend payments to the SCA until all **deficiencies have been adequately addressed**.

If BDAP funds are withheld from the SCA, the SCA must continue to provide all services required through the Grant Agreement using other sources of funds in accordance with this section.