



CMH and SUD Provider Network FY2024 Contract Monitoring Aggregate Report

OVERVIEW

On an ongoing and annual basis, Region 10 PIHP monitors and evaluates its Provider Network to ensure compliance with federal and state regulations, as well as contractual requirements. Concurrently, the PIHP is required to monitor and evaluate any entity to which it has delegated a managed care administrative function to ensure the provider is appropriately managing its charged delegated responsibilities. The PIHP monitors its Provider Network on an ongoing basis with formal reviews taking place annually.

The purpose of this report is to summarize the findings of the FY2024 Region 10 PIHP Contract Monitoring evaluations of the CMH and SUD Provider Network System.

PIHP NETWORK

Region 10 PIHP manages many managed care administrative functions centrally, while contracting with four (4) CMH Providers, all of whom are also CCBHCs, and nineteen (18) SUD Providers (Treatment and Prevention) for the management of specific delegated administrative functions and service requirements. These responsibilities are detailed in the PIHP / Provider contracts as applicable.

ANNUAL MONITORING COMPONENTS

The Annual monitoring process included a Preliminary Desk Audit Review. This internal review included key PIHP staff (Subject Matter Experts) reviewing materials that the PIHP already had on file for a specific Provider. Following the Preliminary Desk Audit Review, a Desk Audit request was sent to each Provider, which consisted of Providers submitting operational documents to the PIHP where Subject Matter Experts reviewed the submitted materials. These materials included Provider policies and processes, quality improvement efforts and performance reports for overall compliance and conformance.

Following each review, the Providers were issued formal Contract Monitoring Reports, which detailed specific findings and overall performance. Any finding that did not receive a compliance score of "Met" required the Provider to submit a remedial action plan to the PIHP within forty-five (45) days of report issuance. Provider Action Plans address steps taken to assess and improve performance, measurement criteria and timeframes for issue resolution.

SCORING STANDARDS

For each performance standard within the applicable domain areas, the Provider's compliance was assessed to be Met, Not Met, or Not Applicable (N/A). For all standards where the Provider was determined to have "Met" compliance, no follow-up action was required. For all other assessment scores, a corrective action plan was required from the Provider.

RECOMMENDATIONS:

1. Renewal of contracts and continuation of delegated managed care functions as specified in the provider contracts.
2. Examination of overall monitoring compliance scores to address outliers.
3. Specialized reviews of Providers where appropriate to ensure continued compliance of contractual requirements, including scheduling internal review meetings and facilitating additional onsite visits with Providers to further assess performance capability.

EXHIBITS:

Exhibit A: FY2024 Contract Monitoring Aggregate Report Scores

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AVERAGE SCORES OVERALL

CMH PROVIDERS

MONITORING TIMEFRAME	GHS	LCMH	SCMH	SC CMH	
FY2024 Annual	81%	94%	97%	87%	
CMH Network Average:					90%

SUD PROVIDERS – TREATMENT

MONITORING TIMEFRAME	ARBOR RECOVERY	BIOMED	CCSEM	CCSHGC	CPI	FOH	LCMH	LIST	NPI	SAHLM	SC CMH	SCMH	SHRC	
FY2024 Annual	69%	84%	88%	73%	81%	81%	85%	70%	86%	78%	75%	76%	73%	
SUD Treatment Network Average:														78%

SUD PROVIDERS – PREVENTION

MONITORING TIMEFRAME	CCSHGC	FOH	GCPC	HOPE	IMPACT	LCMH	SCCS	
FY2024 Annual	86%	97%	97%	93%	96%	96%	55%	
SUD Prevention Network Average:								89%

SUD PROVIDER – RECOVERY HOUSING

MONITORING TIMEFRAME	GLRM	
FY2024 Annual	89%	
SUD Recovery Housing Network Average:		89%

AVERAGE SCORES BY DOMAIN

CMH PROVIDERS

DOMAIN	GHS	LCMH	SCMH	SC CMH	CMH NETWORK AVERAGES (By Domain)
PART 1: CONTRACTUAL REQUIREMENTS					
<i>Quality Improvement</i>	73%	93%	80%	67%	78%
<i>Information Systems & Data Management</i>	75%	100%	100%	100%	94%
<i>Financial Management</i>	100%	100%	100%	80%	95%
<i>Corporate Compliance</i>	75%	100%	88%	75%	85%
<i>Provider Network</i>	80%	90%	100%	90%	90%
<i>Certified Community Behavioral Health Clinic (CCBHC)</i>	75%	100%	100%	100%	94%
PART 2: CONTRACTUAL REQUIREMENTS / DELEGATED FUNCTIONS					
<i>QAPIP</i>	100%	100%	100%	100%	100%
<i>Performance Measurement</i>	60%	80%	80%	60%	70%
<i>Staff Qualifications & Training</i>	40%	100%	100%	60%	75%
<i>Utilization Management</i>	75%	75%	100%	75%	81%
<i>Access</i>	100%	100%	100%	100%	100%
<i>Customer Service</i>	78%	100%	100%	100%	95%
<i>Enrollee Grievance Process</i>	44%	100%	100%	100%	86%
<i>Enrollee Rights & Protections</i>	100%	83%	100%	100%	96%
<i>Subcontracts & Delegation</i>	100%	N/A	N/A	100%	100%
<i>Provider Network Selection & Management</i>	86%	100%	100%	100%	97%
<i>Credentialing</i>	73%	100%	100%	55%	82%
<i>Coordination of Care</i>	100%	100%	100%	100%	100%
<i>Appeals</i>	67%	67%	100%	67%	75%
<i>Disclosures</i>	100%	100%	83%	100%	96%
PART 3: OTHER MONITORING / PART 4: SUBCONTRACTOR SITE VISITS					
<i>Telemedicine Services</i>	100%	100%	100%	100%	100%
Subcontractor Site Visits	N/A	N/A	N/A	N/A	N/A
OVERALL (By Provider)	81%	94%	97%	87%	
CMH Network Average (Of all Domains):					90%

AVERAGE SCORES BY DOMAIN

SUD PROVIDERS – TREATMENT

DOMAIN	ARBOR RECOVERY	BIOMED	CCSEM	CCSHGC	CPI	FOH	LCMH	LIST	NPI	SAHLM	SC CMH	SCMH	SHRC	SUD Treatment NETWORK AVERAGES (By Domain)
PART 1: CONTRACTUAL REQUIREMENTS														
<i>Quality Improvement</i>	43%	63%	75%	75%	75%	75%	67%	67%	67%	63%	50%	83%	50%	66%
<i>Information Systems</i>	38%	100%	100%	100%	88%	88%	100%	88%	88%	88%	100%	100%	100%	91%
<i>Collaboration with Community</i>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	50%	50%	88%
<i>Financial Management</i>	71%	100%	88%	88%	88%	75%	100%	88%	88%	100%	100%	100%	100%	91%
<i>Corporate Compliance</i>	54%	92%	69%	75%	77%	71%	100%	54%	69%	69%	100%	100%	69%	77%
<i>Training</i>	N/A	N/A	N/A	N/A	N/A	0%	50%	N/A	N/A	N/A	N/A	N/A	50%	33%
<i>Administrative Capacity</i>	61%	88%	94%	88%	88%	89%	80%	69%	76%	82%	100%	75%	65%	81%
<i>Recipient & Enrollee Rights</i>	83%	100%	100%	100%	100%	100%	N/A	67%	100%	100%	N/A	N/A	100%	95%
<i>Women’s Specialty</i>	N/A	N/A	N/A	N/A	N/A	100%	50%	N/A	N/A	N/A	N/A	N/A	50%	67%
<i>Opioid Health Home</i>	80%	100%	N/A	N/A	N/A	60%	N/A	N/A	80%	N/A	N/A	N/A	100%	84%
<i>Jail Based MAT Program</i>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%
PART 2: CONTRACTUAL REQUIREMENTS / DELEGATED FUNCTIONS														
<i>Performance Measurement</i>	100%	0%	100%	0%	100%	100%	100%	0%	100%	100%	100%	100%	100%	77%
<i>Utilization Management</i>	67%	100%	100%	67%	100%	100%	N/A	100%	100%	100%	N/A	N/A	100%	93%
<i>Access</i>	63%	100%	100%	100%	100%	100%	N/A	100%	100%	100%	N/A	N/A	100%	96%
<i>Customer Service</i>	67%	100%	100%	100%	100%	100%	N/A	33%	100%	67%	N/A	N/A	100%	87%
<i>Grievances & Appeals</i>	80%	100%	100%	100%	100%	100%	N/A	80%	100%	100%	N/A	N/A	60%	92%
<i>Coordination of Care</i>	100%	100%	100%	100%	100%	100%	N/A	100%	100%	100%	N/A	N/A	100%	100%
<i>Appeals</i>	0%	0%	0%	0%	0%	0%	N/A	0%	0%	0%	N/A	N/A	0%	0%
PART 3: OTHER MONITORING														
<i>Telemedicine Services</i>	100%	100%	100%	0%	0%	100%	100%	100%	100%	0%	0%	0%	0%	54%
OVERALL (By Provider)	69%	84%	88%	73%	81%	81%	85%	70%	86%	78%	75%	76%	73%	
SUD Treatment Network Average (Of all Domains):														77%

AVERAGE SCORES BY DOMAIN

SUD PROVIDERS - PREVENTION

DOMAIN	CCSHGC	FOH	GCPC	HOPE	IMPACT	LCMH	SCCS	SUD Prevention NETWORK AVERAGES (By Domain)
<i>Quality Improvement</i>	100%	100%	100%	100%	100%	100%	100%	100%
<i>Information Systems & Data Management</i>	75%	100%	100%	100%	100%	100%	100%	96%
<i>Financial Management</i>	N/A	N/A	100%	100%	100%	N/A	0%	75%
<i>Corporate Compliance</i>	50%	N/A	100%	100%	100%	N/A	0%	70%
<i>Training</i>	100%	N/A	100%	50%	100%	100%	50%	83%
<i>Administrative Capacity</i>	100%	100%	100%	86%	86%	80%	0%	79%
<i>Disclosures</i>	75%	N/A	75%	100%	75%	N/A	100%	85%
<i>Recipient & Enrollee Rights</i>	N/A	N/A	100%	100%	100%	N/A	N/A	100%
<i>Prevention</i>	100%	86%	100%	100%	100%	100%	86%	96%
Other Monitoring	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OVERALL (By Provider)	86%	97%	97%	93%	96%	96%	55%	

Regarding SUD Providers contracted with the PIHP for both Treatment and Prevention Services: As the PIHP has created separate Contract Monitoring Tools for both SUD Provider Treatment and Prevention Programs, performance standards in several domains may be duplicated. The PIHP has addressed this by including all items on the Treatment Services Monitoring Tool and marking appropriate duplicated standards as “not applicable” on the Prevention Services Monitoring Tool.

AVERAGE SCORES BY DOMAIN

SUD PROVIDER – RECOVERY HOUSING

DOMAIN	GLRM	SUD Recovery Housing NETWORK AVERAGES (By Domain)
PART 1: CONTRACTUAL REQUIREMENTS		
<i>Quality Improvement</i>	100%	100%
<i>Information Systems & Data Management</i>	100%	100%
<i>Service Coordination</i>	100%	100%
<i>Financial Management</i>	67%	67%
<i>Corporate Compliance</i>	60%	60%
<i>Training</i>	100%	100%
<i>Administrative Capacity</i>	85%	85%
<i>Recipient & Enrollee Rights</i>	100%	100%
PART 2: OTHER MONITORING		
Other Monitoring	N/A	N/A
OVERALL (By Provider)	89%	
SUD Recovery Housing Network Average (Of all Domains):		89%

Provider Names & Acronyms

ARBOR	Arbor Recovery Michigan, PLLC
BIOMED	Biomed Behavioral Healthcare
CCSEM	Catholic Charities of Southeast MI
CCSHGC	Catholic Charities of Shiawassee and Genesee Counties
CPI	Community Programs, Inc.
FOH	Flint Odyssey House
GCPC	Genesee County Prevention Coalition
GHS	Genesee Health System
GLRM	Great Lakes Recovery Mission
HOPE	Hope Network-New Passages
IMPACT	Incorporation to Maximize Personal Achievement with Community Training
LCMH	Lapeer County Community Mental Health
NPI	New Paths, Inc.
SAHLM	Salvation Army Harbor Light Macomb
SC CMH	St. Clair County Community Mental Health
SCCS	Sanilac County Counseling Services
SCMH	Sanilac County Community Mental Health
SHRC	Sacred Heart Rehabilitation Center