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## North Sound Behavioral Health Administrative Services Organization, LLC

Section 1000 - Administrative: Remedial Action

Authorizing Source: HCA Contract

Approved by: Executive Director

Date:

Signature:

### **POLICY # 1017.00**

### **SUBJECT: REMEDIAL ACTION**

### **PURPOSE**

To set forth when North Sound Behavioral Health Administrative Services Organization (BH-ASO) initiates a remedial action and requires a corrective action plan of a delegate or contractor in the performance, utilization and management of administrative and clinical services.

### **POLICY**

North Sound BH-ASO shall ensure delegates/providers are accountable for contract compliance. When deficiencies are identified and meet the established criteria for corrective action North Sound BH-ASO shall require the delegate/provider to develop a corrective action plan. The Corrective Action Plan must comport with the requirements set forth in the contract.

### **PROCEDURES**

1. North Sound BH-ASO shall evaluate the delegate/provider's performance prior to imposing a Remedial Action.
2. North Sound BH-ASO shall monitor activity on a consistent basis.
3. North Sound BH-ASO shall evaluate data quarterly and/or when necessary.
4. North Sound BH-ASO shall determine if a trend is emerging and whether the delegate/provider is failing to meet contract requirements for performance, utilization and management of administrative and/or clinical services.
  - a. Based on this determination, remedial Action may be initiated, unless otherwise agreed to.
5. North Sound BH-ASO shall allow delegate/provider 30 days from receipt of remedial action letter to submit a corrective action plan. The delegate/provider shall have 60 days for implementation of the accepted plan, with the exception of a situation that poses a threat to the health or safety of any person or that poses a threat of property damage and/or an incident has occurred that resulted in injury or death to any person and/or that resulted in damage to property, for which immediate action shall be required. North Sound BH-ASO shall provide general contract language in remedial action procedures in all contracts with the delegate/providers within the North Sound region.
6. North Sound BH-ASO will maintain an internal process for reporting and tracking Remedial Actions issued by North Sound BH-ASO and corrective actions provided by the delegate/provider.

### **ATTACHMENTS**

None