



## Due Process & Appeals Committee Work Plan 2006-2007

### Outcome # 1 :

**Outcome Statement:** Provide direction to the region to ensure regional compliance with state and federal due process requirements.

**Champion:** CJ Witherow

**Achievement Date:** 12/31/07

Objective	Specific Activities	Who	By When	Status Update
1. Ensure the Regional Grievance and Appeals policy has the most current state and federal standards.	a. Purview the Medicaid Provider Manual bimonthly for any changes in covered services/supports. b. Purview any updates to federal/state standards at least annually or more often as recommended by the Regional Compliance Officer. c. Report any updates received by MPM or other sources to committee members. d. Communicate any updates to local management and staff meetings. e. Provide leadership to state FHO meetings and relay any updates to the regional committee. f. Send updates on current standards to staff in each local affiliation/county on at least a quarterly basis (i.e. email tips and newsletters). g. Incorporate any changes in regional policies/procedures as needed. h. Incorporate any relevant changes into all training materials and written publications as needed.	a. CJ Witherow b. All c. CJ Witherow d. All (each local rep to their county) e. CJ Witherow f. All (per county) g. CJ Witherow h. CJ Witherow	a. Ongoing b. Ongoing c. Ongoing d. Ongoing e. Ongoing f. Ongoing g. Ongoing h. Ongoing	a-c. Quarterly changes in the MPM have been reported regularly to committee members. (as of 01/07)  e. CJ attended first FHO meeting for the year 1/07 – is now co-chairing the state group; 4/07 meeting completed  g. policy last updated 2/06. No needed changes from last EQR review 12/06
2. Maintain data of appeals activity in the region, including outcomes that affect compliance with the provision of services and supports.	a. Maintain data on all cases that went to a state level appeal and their outcomes. b. Maintain regional data on the number of hearings that were withdrawn due to local resolution. c. Maintain regional data on the amount of state level appeals that were affirmed for the CMHA. d. Maintain and report data to Regional UR Committee on cases that were resolved locally.	a. CJ Witherow b. CJ Witherow c. CJ Witherow d. All	a. Ongoing b. Ongoing c. Ongoing d. 12/31/07	a. Data done up to Q1 of 06/07   e. Encompass module was delayed –

	<p>e. Develop a data report and PI indicator based on the appeals module in Encompass, that reviews the accuracy and types of appeal-able actions/decisions made by CMHPSM staff.</p> <p>f. Report data to Regional PI on a quarterly basis, or more often as needed, including any recommendations that relate to improve compliance or outcomes with regional grievance and appeals processes.</p> <p>g. Develop new PI indicators based on findings from PCP Consultation Project.</p> <p>h. Develop a standard process for documenting case that were resolved informally on a local level when a local appeal is requested/scheduled</p>	<p>e. CJ Witherow</p> <p>f. CJ Witherow</p> <p>g. All</p> <p>h. All</p>	<p>e. 06/01/07</p> <p>f. Ongoing</p> <p>g. 7/31/07</p> <p>h. 5/31/07</p>	<p>implementation possible for 3/07. Have worked with IM on training module for Encompass – final review due 2/28/07 5/01/07 – Staff being trained-module to be available to staff by June 07. Will start to collect data by 10/07.</p> <p>h. have data tracking tool via report to UR 12/06. Have standard template for documentation 3/1/07</p>
<p>3. Provide information/training for staff to assist staff in making authorization decisions based on medical necessity criteria and regional UR criteria, and authorizations that are sufficient in amount, scope, and duration to reasonably attain consumer goals.</p>	<p>a. Update regional training curriculum as needed when any changes with state or federal standards occur.</p> <p>b. Provide staff tips on the appeals and authorization processes on a quarterly basis (or more frequently as need determines) through mediums such as emails and newsletters.</p> <p>c. Collaborate with the Regional Professional Development Committee and the PCP/SDI Workgroup on training needs</p> <p>d. Participate in the Regional PCP Consultation Team</p> <p>e. Develop a project plan based on recommendations from the PCP Consultation Team Project</p> <p>f. Collaborate with the PCP Consultation Team Project on data trending and areas of need in assuring staff have sufficient resources to make appropriate service authorization decisions.</p>	<p>a. CJ Witherow</p> <p>b. CJ Witherow</p> <p>c. CJ Witherow</p> <p>d. CJ Witherow</p> <p>e. All</p> <p>f. All</p>	<p>a. Ongoing</p> <p>b. Ongoing</p> <p>c. Ongoing</p> <p>d. 12/31/07</p> <p>e. 12/31/07</p> <p>f. 12/31/07</p>	<p>Tool and process for PCP consultation team developed. PCP Consultation Project roll out completed 2/07; test run of consultation completed 2/22/07. First consult scheduled for 3/07.</p> <p>First consult completed; delays in getting May consults due to scheduling issues.</p>

2 Prepared by: CJ Witherow, Chairperson, Regional Due Process and Appeals Committee

Date: 01/25/07

Revised Date(s):

<b>Outcome # <u>2</u> :</b>				
<b>Outcome Statement:</b> Build organizational relationships to promote more standard practices across the region with authorization decisions and actions taken with consumers' services and supports that are also in compliance with state and federal requirements.				
<b>Champion:</b>		<b>Achievement Date:</b> <u>12/31/07</u>		
<b>Objective</b>	<b>Specific Activities</b>	<b>Who</b>	<b>By When</b>	<b>Status Update</b>
1. Review the authorization process in PCP development and make recommendations where needed.	a. Attend Regional UR Committee Meetings quarterly or as needed to report any appeals activity related to UR functions, and provide consultation/collaboration on UR reviews related to due process matters. b. Collaborate with the Regional UR Committee (and Clinical Care/Professional Development where applicable) in using the PMP process to design and implement staff training on using the UR manual and development of best practices in documentation and in outcomes flowing from assessments. c. Attend PCP/SDI workgroup quarterly or as needed to review any PCP process/training matters that need to be developed. d. Collaborate with the Regional Compliance Committee on a PMP project for clarification and implementation of the definitions of Targeted Case Management and Supports Coordination (in conjunction with the DRA)	a. CJ Witherow, Larry Newburg b. CJ Witherow, Larry Newburg  c. CJ Witherow  d. Jan Balztell	a. 12/31/07  b. 12/31/07  c. Ongoing  d. 5/31/07	a. CJ added to UR subgroup that's working on training for UR manual/documentation standards b. Attended PCP/SDI workgroup twice to date to work on staff training recommendations  d. 4/04/07 Draft completed
2. Provide staff with regional appeal/notice forms in the Encompass electronic record in ways that makes completing the forms more user-friendly while assuring reliability, validity and compliance with appeal standards/processes.	a. Assist in providing regional training to staff in using Encompass for providing notice when the program is in production. b. Provide assistance to IM staff in the production of appeal notices in Encompass as needed. c. Incorporate Encompass appeals module in Regional G&A trainings	a. CJ Witherow  b. CJ Witherow  c. CJ Witherow	a. 06/01/07  b. 06/01/07	a. "Articulate" e-learning Encompass training finalized 2/28/07. b. IM provided with adjustments that need to be made to module to be in compliance with appeal regs.

3 Prepared by: CJ Witherow, Chairperson, Regional Due Process and Appeals Committee

Date: 01/25/07

Revised Date(s):

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**Outcome # 3 :**

**Outcome Statement:** Provide consistent and informational tools for consumers to access and navigate the CMHPSM system that identifies and responds to grievances and appeals.

**Champion:**

**Achievement Date: 12/31/07**

<b>Objective</b>	<b>Specific Activities</b>	<b>Who</b>	<b>By When</b>	<b>Status Update</b>
1. Provide written/other information about covered services (Medicaid provider manual), service authorization, and the appeals system to consumers/legal representatives in formats that are as simple and comprehensive as possible.	<p>a. Participate in consumer presentations/meetings on at least quarterly basis presentation to give to consumers, legal representatives, and the community in formats that are as user-friendly as possible.</p> <p>b. Meet with consumers/community stakeholders at least quarterly for feedback on effective ways to provide information to consumers/family members.</p>	<p>a. CJ Witherow</p> <p>b. CJ Witherow</p>	<p>a. 12/31/07</p> <p>b. 12/31/07</p>	a-b. Attended two RCAC on PCP process
2 Pursue consumer involvement and/or feedback on tools consumers need to effectively navigate the grievance and appeals systems.	<p>a. Seek consumer feedback on all related due process materials through regional and local consumer advisory councils.</p> <p>b. Seek consumer feedback on all due process/appeals related materials through regular attendance/membership in the Regional Member Services Committee</p> <p>c. Pursue consumers willing to participate some way in providing feedback on written materials and committee work.</p> <p>d. Collaborate with the Peer Support Specialists in assuring consistent service provision and sufficient choice throughout the affiliation, including in ways they can assist consumers with navigating the grievance and appeals processes</p>	<p>a. All</p> <p>b. CJ Witherow</p> <p>c. CJ Witherow</p> <p>d. CJ Witherow</p>	<p>a. Ongoing</p> <p>b. Ongoing</p> <p>c. 06/30/07</p> <p>d. 08/31/07</p>	<p>Attended RCAC two quarters</p> <p>Sought feedback from RCAC and Friends of DD</p> <p>First PSS meeting scheduled for 3/07. Visited Monroe 4/07</p>
4. Pursue opportunities for educational outreach to consumers on navigating the grievance and appeals systems.	<p>a. Pursue venues to present/provide outreach to consumers, families, and the community.</p> <p>b. Provide consumer/family/community presentations at least semi-annually.</p> <p>c. Provide articles in consumer newsletters on the G&amp;A systems at least semi-annually.</p>	<p>a. CJ Witherow, All</p> <p>b. CJ Witherow, All</p> <p>c. CJ Witherow</p>	<p>a. 12/31/07</p> <p>b. 12/31/07</p> <p>c. 12/31/07</p>	

4 Prepared by: CJ Witherow, Chairperson, Regional Due Process and Appeals Committee

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Revised Date(s):

5. Collaborate with and assist Regional Member Services Committee in providing consumers/legal representatives with the tools to navigate the grievance system	a. Provide training to Member Services staff as part of the Regional MS training curriculum. b. Attend the Regional Member Services as a standing member to exchange information data, and recommendations on ways to continuously create tools and revise processes to help consumers et al more easily navigate the grievance system.	a. CJ Witherow b. CJ Witherow	a. 12/31/07 b. Ongoing	
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**Outcome # 4 :**

**Outcome Statement:** Collaborate with providers in expanding the ability of providers to access and navigate the grievance and appeals components of the CMHPSM system.

**Champion:** \_\_\_\_\_ **Achievement Date:** 12/31/07

Objective	Specific Activities	Who	By When	Status Update
1. Ensure PRU has current policies, forms, and other documentation related to the grievance and appeals systems available to providers.	a. Provide PRU with any revisions to the Regional G&A policy for incorporation into the regional provider manual. b. Inform PRU of any changes covered/additional services that would affect the regional provider network. c. Provide PRU with any provider issues/non-compliance related to the grievance and appeals systems, making recommendations where needed.	a. CJ Witherow  b. CJ Witherow  c.	a. Ongoing  b. Ongoing  c.	MPM revision for 1/1/07 reported
2. Ensure subcontract providers have the resources to comply with the grievance and appeals systems.	a. Provide training to providers in the region at least bi-annually (more often as needed). b. Develop a train-the-trainer program for providers to give on-site training to direct care/provider staff c. Develop a G&A training for direct care staff that meets training requirements and is accessible. d. Collaborate with Wash-Liv CA to develop a process, using PMP, for the design and implementation of a local appeals process	a. CJ Witherow b. CJ Witherow  c. CJ Witherow d. CJ Witherow	a. Ongoing b. 10/01/07  c. 6/01/07 d. 10/31/07	Developed an E-learning/Articulate training for Direct Care staff – draft completed 2/07
3. Collaborate with Provider relations in ensuring provider related appeals information is reported to PRU	a. Develop a data reporting tool for PRU on provider-related appeals activity (local and state level). b. Provide PRU with quarterly data on provider-specific local and state level appeals.	a. CJ Witherow b. All	a. 3/31/07 b. Ongoing	a. Tool completed 2/07

5 Prepared by: CJ Witherow, Chairperson, Regional Due Process and Appeals Committee  
Date: 01/25/07  
Revised Date(s):

6 Prepared by: CJ Witherow, Chairperson, Regional Due Process and Appeals Committee

Date: 01/25/07

Revised Date(s):