POLICY TITLE:	QUALITY MANAGEMENT	POLICY # 7.0	REVIEW DATES	
Topic Area:	QUALITY MANAGEMENT	**ISSUED BY:** Chief Operating Officer	11/21/13	1/1/15
Applies to:	LRE Staff, Member CMHSPs, Network Providers		9/9/22	7/1/25
			7/1/26	
Developed and Maintained by:	LRE Chief Operating Officer	**APPROVED BY:** Chief Executive Officer		
Supersedes:	N/A	**Effective Date:** January 1, 2014	**Revised Date:** 7/1/2025	

I. PURPOSE

Lakeshore Regional Entity (LRE) and its Member Community Mental Health Service Programs (CMHSP) will have a Quality Management system designed to monitor, evaluate, and improve the efficacy, efficiency, and appropriateness of the services provided to consumers and the administrative functions supporting that care.

II. POLICY

Lakeshore Regional Entity (LRE) and its Member CMHSPs will develop, implement, and maintain a Quality Management system which includes processes for monitoring and oversight of its provider network. This system encompasses the **Quality Assessment Performance Improvement Program (QAPIP) Plan and Report** in compliance with MDHHS Policies & Practice Guidelines.

A. **Oversight:** The Quality Improvement Regional Operations Advisory Team (QI ROAT) provides oversight of the Quality Assessment Performance Improvement Program (QAPIP) activities and sets goals annually. QI ROAT advises and assists with the development, implementation, operation, and distribution of QAPIP and supporting LRE policies and procedures.

B. **Standard Setting:** LRE retains responsibility for establishing quality standards in collaboration with Member CMHSPs. Implementing processes for meeting those standards is the responsibility of the Member CMHSPs.

C. **Regulatory and Corporate Compliance:** LRE shall comply with Program Integrity Requirements consistent with the MDHHS Master Contract and the requirements under 42 CFR 438.608, including designating a LRE Corporate Compliance Officer and establishing an LRE Corporate Compliance Plan.

D. **Performance Assessments and Conducting Quality Reviews:** LRE regularly audits to ensure services are delivered consistent with person-centered planning guidelines, Michigan Department of Health and Human Services (MDHHS) standards, MDHHS/PIHP Master Contract requirements, and Medicaid regulations. LRE will conduct an annual audit of its Member CMHSPs and the services directly provided by each Member CMHSP

and its contracted Network Providers. Audits may be conducted as an on-site review, a desk audit, or a combination thereof.

E. **External Reviews**: LRE retains responsibility, in collaboration with Member CMHSPs, for managing outside entity review processes, including external quality reviews.

F. **Human Subject Research**: LRE will comply with MDHHS/PIHP contractual requirements and the Protection of Human Subjects Act, 45 CFR, Part 46, subpart A, Sections 46.101-124 and HIPAA. LRE will evaluate proposed and ongoing human subject research projects by Member CMHSPs or LRE Network Providers. MDHHS maintains authority to grant approval for all research involving human subjects.

I. APPLICABILITY AND RESPONSIBILITY

This policy applies to the LRE, Member CMHSPs, and LRE Network Providers.

II. MONITORING AND REVIEW

The Chief Executive Officer or designee will review this policy on an annual basis.

III. DEFINITIONS

Corporate Compliance Plan: Established policy, procedure, guidelines required to prevent, monitor, and remediate instances of fraud, waste and abuse of public funds.

External Quality Review (EQR): is a federally required activity for states to comply with Medicaid managed care regulations, 42 Code of Federal Regulations (CFR) 438.364 and the Balanced Budget Act of 1997. The review identifies various aspects of care furnished to Michigan Medicaid beneficiaries.

IV. RELATED POLICIES AND PROCEDURES

A. LRE QAPIP
B. LRE Quality Policies and Procedures
C. LRE Compliance Policies and Procedures
D. LRE Corporate Compliance Plan
E. LRE QI ROAT Charter

V. REFERENCES/LEGAL AUTHORITY

A. 42 CFR 438.240
B. 42 CFR 438.358
C. Balanced Budget Act of 1997 (BBA)
D. 45 CFR 46 Human Subjects Research
E. Health Insurance Portability and Accountability Act
F. MDHHS/PIHP Contract
G. MDHHS Quality Assessment and Performance Improvement Programs for Specialty Prepaid Inpatient Health Plans Policy

VI. CHANGE LOG

Date of Change	Description of Change	Responsible Party
9/9/2022	Added LRE Provider Network to applicability	CQO
7/1/2025	Policy Review; minor language updates	Chief Operating Officer