

## Policy #7.7

<b>POLICY TITLE:</b>	<b>CMHSP MEMBER MONITORING</b>	<b>POLICY #</b>	<b>REVIEW DATES</b>	
<b>Topic Area:</b>	<b>QUALITY MANAGEMENT</b>	<b>ISSUED BY:</b>	1/1/15	9/9/22
<b>Applies to:</b>	Member CMHSPs	Chief Operating Officer	7/1/25	
<b>Developed and Maintained by:</b>	Chief Operating Officer/Quality Manager	<b>APPROVED BY:</b>		
		Chief Executive Officer		
<b>Supersedes:</b>	N/A	<b>Effective Date:</b>	<b>Revised Date:</b>	
		1/1/2014	7/1/2025	

### I. PURPOSE

To establish processes to monitor and oversee the LRE Member CMHSPs and their Provider Network, ensuring quality care for individuals and compliance with all regulations.

### II. POLICY

Lakeshore Regional Entity (LRE) conducts regular monitoring and oversight of Member Community Mental Health Service Providers (CMHSPs) within the LRE region. LRE creates, implements, and maintains a documented process to monitor and evaluate its provider network to ensure compliance with federal and state regulations. This includes monitoring and oversight of any entity to which LRE has delegated managed care administrative functions and protocols to ensure the delegated provider is appropriately managing its charged responsibilities.

Overall responsibility of the contract monitoring evaluation process and updating of the monitoring evaluation tools rests with LRE. The tools may be reviewed on an annual basis by the Quality Improvement Regional Operations Advisory Team (QI-ROAT) to ensure their functional utility, and updated as necessary due to changing regulations, new contract terms, and operational feedback received.

### III. APPLICABILITY AND RESPONSIBILITY

This policy applies to LRE staff and operations, all Member CMHSPs, and the Provider Network

### IV. MONITORING AND REVIEW

This policy will be reviewed annually by the Chief Executive Officer or Designee

### V. DEFINITIONS

### VI. REFERENCES AND SUPPORTING DOCUMENTS

- 42 CFR 438.240
- Balanced Budget Act of 1997 (BBA)
- MDHHS/PIHP Contract
- MDHHS Quality Assessment and Performance Improvement Programs for Specialty Prepaid Inpatient Health Plans Policy
- MI Medicaid Provider Manual
- LRE QAPIP
- LRE Corporate Compliance Plan

#### **VII. RELATED POLICIES AND PROCEDURES**

- LRE Quality Policies and Procedures
- LRE Compliance Policies and Procedures
- LRE General Management Policies

#### **VIII. CHANGE LOG**

<b>Date of Change</b>	<b>Description of Change</b>	<b>Responsible Party</b>
8/2021	Review	CEO, CCO
9/9/2022	Added Credentialing Review	CQO
7/1/2025	Review; removed procedure	COO