



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

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STANDARD OPERATING PROCEDURE
OCFP-CAS-ASO

Communication Protocol for Socially Necessary Services
Updated: December 20, 2007

- 1.0 **Purpose:** To provide instructions on how to resolve conflicts between ASO providers and DHHR staff.
- 2.0 **Scope:** This SOP is not intended to change the policies and procedures for accessing or using socially necessary services, it is merely a mechanism to resolve problems with services.
- 3.0 **Definitions:**

ASO- Administrative Services Organization is the organization that is contracted by DHHR to provide administrative oversight to ensure compliance with regulations that have been developed by DHHR for socially necessary services. The current contract for this service is APS HealthCare who also contracts with DHHR to authorize Medicaid services.

APS Healthcare- The Administrative Services Organization that holds the contract for socially necessary services.

A listing Of Regional Directors and Community Services Managers can be found on the BCF website at: www.wvdhhr.org/bcf.

- 4.0 **Procedure**
 - 4.1 **Conflict between Services requested and Services being provided**

When there is a conflict between the services being requested and the services being provided through socially necessary services the following protocol is to be followed:

- DHHR worker to ASO Provider-worker
- DHHR worker to DHHR Supervisor

DHHR-Supervisor to ASO Provider Supervisor
DHHR-Supervisor to Community Services Manager
Community Services Manager to ASO Regional or District Supervisor
Community Services Manager to Regional Director

If after completing the protocol listed above, the issue cannot be resolved, the Community Services Manger will notify the Director of Children and Adult Services. The Director of Children and Adult Services will notify APS Healthcare to focus on this area when doing their retrospective review on the provider.

Once the decision has been made not to use the provider on this case, then the DHHR district office needs to notify the provider that they are end dating the service and are no longer requesting their services. The provider should be sent a letter notifying them of this information. The letter should also include a cc to the Office of Finance and Administration, the Community Services Manager and the Regional Director. They will then contact APS Healthcare to roll back the authorization and let them know they will be sending through another referral for the service to another provider.

If the situation can not be resolved with the provider, the DHHR district office may choose not to use this provider for the service in the future. The provider must be told why they will not be used. It is always better to give them an opportunity to correct a problem than to loose the provider all together.

4.2 Not receiving required monthly reports

If the DHHR is not receiving monthly reports they need to follow this protocol:

DHHR worker to ASO Provider-worker
DHHR worker to DHHR Supervisor
DHHR-Supervisor to ASO Provider Supervisor
DHHR-Supervisor to Community Services Manager
Community Services Manager to ASO Regional or District Supervisor
Community Services Manager to Regional Director

If after completing the protocol listed above, the issue cannot be resolved, the Community Services Manger will notify the Director of Children and Adult Services. The Director of Children and Adult Services will notify APS Healthcare to focus on this area when doing their retrospective review on the provider.

Once the decision has been made not to use the provider on this case, then the DHHR district office needs to notify the provider that they are end dating the service and are no longer requesting their services. The provider should be sent a letter notifying them of this information. The letter should also include a cc to the Office of Finance and Administration, the Community Services Manager and the Regional Director. They will then contact APS Healthcare to roll back the authorization and let them know they will be sending through another referral for the service to another provider.

The DHHR district office may choose not to use this provider for the service in the future but should make clear to the provider the reason. It is always better to give the provider a chance to correct the problem.

4.3 Monthly reports do not provide the required information

When the monthly reports do not have information that is needed for the case and the services are being provided through socially necessary services the following protocol is to be followed:

- DHHR worker to ASO Provider-worker
- DHHR worker to DHHR Supervisor
- DHHR-Supervisor to ASO Provider Supervisor
- DHHR-Supervisor to Community Services Manager
- Community Services Manager to ASO Regional or District Supervisor
- Community Services Manager to Regional Director

If after completing the protocol listed above, the issue cannot be resolved, the Community Services Manager will notify the Director of Children and Adult Services. The Director of Children and Adult Services will notify APS Healthcare to focus on this area when doing their retrospective review on the provider.

Once the decision has been made not to use the provider on this case, then the DHHR district office needs to notify the provider that they are ending the service and are no longer requesting their services. The provider should be sent a letter notifying them of this information. The letter should also include a cc to the Office of Finance and Administration, the Community Services Manager and the Regional Director. They will then contact APS Healthcare to roll back the authorization and let them know they will be sending through another referral for the service to another provider.

If the situation can not be resolved with the provider, the DHHR district office may choose not to use this provider for the service in the future. The provider must be told why they will not be used. It is always better to give them an opportunity to correct a problem than to lose the provider all together.

4.4 There is a conflict between the ASO Provider and a DHHR worker

If the ASO Provider is having difficulty with the DHHR worker then the following protocol should be followed:

- ASO Provider worker to DHHR -worker
- ASO Provider worker to ASO Provider Supervisor
- ASO Provider Supervisor to DHHR Supervisor
- ASO Provider Supervisor to DHHR Community Services Manager
- ASO Provider Supervisor to DHHR Regional Director

This conflict could be a result of, but is not limited to the following: failure to provide the ASO Provider with a copy of the required information to provide services, inability to make contact with the DHHR worker, a disagreement on

service provision, not being notified of the MDT meeting or not providing information to re-authorize a service.

4.5 There is reason to believe that the provider is billing for services that have not been provided.

If the DHHR worker has reason to believe that the provider is billing for service they are not providing the DHHR worker will notify their supervisor and the Supervisor will notify the Community Services Manager. The DHHR Supervisor will make a report to the BCF Office of Finance and Administration (OFA) providing them with all the information they have about the situation.

Depending on the results the Director of Children and Adult Services may need to contact OIG and make a plan of action regarding the ASO provider. If the decision is made to close or modify the enrollment of the provider, the director of children and adult services will notify the provider of this action and will notify field staff that is impacted about this decision. The director will also notify the Office of Finance and Administration of this action.

NOTE: The procedure outlined in 4.5 regarding the routing of information and the contacting of the OIG is in no way meant to impede or suggest that each employee has the absolute right to contact the OIG directly with any issue they believe warrants OIG involvement. The procedure is meant to minimize the reports going to the OIG as many issues with vendors can be resolved with interaction with the vendor by BCF Finance and the Office of the Department's Chief Financial Officer.

4.6 There are allegations of inappropriate or unprofessional behaviors or activities of an ASO provider.

When the DHHR worker becomes aware that an ASO provider has conducted themselves in a manner that is unprofessional or could provide risk to a client, the following protocol is to be followed:

DHHR worker to DHHR Supervisor
DHHR-Supervisor to ASO Provider Supervisor
DHHR-Supervisor to Community Services Manager
Community Services Manager to ASO Regional or District Supervisor
Community Services Manager to Regional Director

If after completing the protocol listed above, the issue cannot be resolved, the Community Services Manager will notify the Director of Children and Adult Services. The Director of Children and Adult Services will notify APS Healthcare to focus on this area when doing their retrospective review on the provider.

Once the decision has been made not to use the provider on this case, then the DHHR district office needs to notify the provider that they are ending the service and are no longer requesting their services. The provider should be sent a letter notifying them of this information. The letter should also include a cc to

the Office of Finance and Administration, the Community Services Manager and the Regional Director. They will then contact APS Healthcare to roll back the authorization and let them know they will be sending through another referral for the service to another provider.

If the situation can not be resolved with the provider, the DHHR district office may choose not to use this provider for the service in the future. The provider must be told why they will not be used. It is always better to give them an opportunity to correct a problem than to lose the provider all together.