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**CHAPTER 15: PSYCHOLOGICAL BEHAVIORAL SERVICES**

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**SECTION 15.5: PROGRAM MONITORING****PAGE(S) 1**

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**PROGRAM MONITORING**

The Bureau may conduct a monitoring review for reasons including, but not limited to, ensuring compliance with program requirements, reviewing billing practices and investigating complaints and grievances.

A monitoring review may include a review of recipient, personnel and administrative records.

Monitoring interviews may include speaking with a representative sample of recipients, the family, teacher(s) and other school personnel, with the approval of the parent or guardian.

Upon completion of a monitoring review, the Bureau staff may conduct an exit interview to discuss the findings. A written summary of the findings will be sent to the provider, stating whether a plan of correction is required.

**Plan of Correction**

A plan of correction (POC), if required, must be submitted to the Bureau. If the POC is not submitted within 10 working days, sanctions as described in the Surveillance and Utilization Systems (SURS) rule, LAC 50:1 Chapter 41 (Louisiana Register, Volume 29, Number 4) may be imposed. The POC must address the correction of each deficiency cited. If the POC submitted does not meet Bureau standards, it may be returned to the provider for revision.

All deficiencies must be corrected within 60 days of receipt of the notice. Failure to do so may result in sanctions. A follow-up review may be conducted by the Bureau to ensure that all deficiencies have been corrected.