

## **PROGRAM MONITORING**

The Bureau will monitor providers to ensure services comply with program standards. It is the provider's responsibility to be knowledgeable regarding the policies and procedures governing the program. Non-compliance may result in the recoupment of Medicaid payments, administrative sanctions and/or a referral to the appropriate state and/or federal authorities for further investigation, which may result in additional punitive action.

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.

### **Monitoring**

A monitoring review may include a review of the following:

- Recipient records,
- Personnel records,
- Administrative records,
- Provider profile data,
- MHRSIS/Utopia data reports,
- Accreditation reports,
- Staff and recipient interviews, and
- Any other requested data or files.

### **Interviews**

Monitoring interviews may include interviews with the following:

- A representative sample of the recipients,
- An adult recipient's family and friends, if the recipient approves,
- A child's family, friends, teacher and other school personnel, with the approval of the parent or guardian, and/or
- Current or former staff

### **Monitoring Results**

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

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**CHAPTER 31: MENTAL HEALTH REHABILITATION**

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**SECTION 31.7: PROGRAM MONITORING****PAGE (S) 2****Plan of Correction**

A plan of correction (POC), if required, must be submitted to the Bureau. If the POC is not submitted within ten (10) working days, sanctions as described in Section 31.8 and Chapter 6 of the Medicaid Provider Manual may be applied. 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 sixty (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.