



## North Carolina Department of Health and Human Services

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### LME-MCO Communication Bulletin #J254

Date: June 16, 2017

To: LME-MCOs

From: Mabel McGlothlen, Team Leader for System Performance and Project Management,  
DMH/DD/SAS  
Deb Goda, Behavioral Health Unit Manager, DMA

Subject: Changes to the Agency Monitoring Process

During the past several months, DHHS has collaborated with LME-MCOs and the provider community to create a more efficient and effective process related to provider monitoring. The primary consideration is the best use of all available resources that will result in positive outcomes for individuals supported across the mental health, developmental disabilities and substance abuse service system.

#### The following changes will be effective July 3, 2017:

- Agencies that are Nationally Accredited will no longer be monitored on a two-year cycle with the DHHS Agency (Routine) Monitoring Tool;
  - For providers accredited two years or more, *only* the official notification (e.g. letter, memorandum, certificate, etc.) from the accrediting body will need to be provided to the LME-MCO within 30 days of receipt.
  - For providers that receive only a provisional or one-year accreditation, they must submit all findings of the accrediting body to the LME-MCO within 30 days of receipt. Upon review of the findings, the LME-MCO will make a determination if there is a need for targeted monitoring.
- Any outstanding Plan of Correction (POC), prior to the removal of the Agency (Routine) Monitoring Tool, will need to be finalized with the appropriate LME-MCO(s).

- Any licensed agency that is not accredited and does not have a Division of Health Service Regulation (DHSR) *Full Survey* (referenced as an Annual Survey by DHSR) a minimum of every two years will receive an on-site monitoring by the LME-MCO. The present agency tool is recommended for adoption, by the LME-MCOs for utilization, as this will provide a streamlined practice across the State. However, the tool will no longer be hosted by DHHS on the Department's website.
- The DHHS Agency (Routine) Monitoring Tool for Providers *Effective October 2015 – 8-10-16* will be removed from the Monitoring Workbook and an updated link will be provided.
- There will be no change in current practice for the following tools, *DHHS New Unlicensed Site Review Tool for Providers, DHHS Review Tools for LIPs, and DHHS Unlicensed AFL Review Tool for Providers*. Revisions to these tools will be posted to the DHHS website as of July 3, 2017. The only changes will involve removal of language specific to the DHHS Agency (Routine) Monitoring Tool.
- The DHHS workbooks (<https://www.ncdhhs.gov/document/provider-monitoring-tools>) are being revised to reflect all the appropriate updates.
- Post Payment tools are being revised to ensure required elements are present.
- Post Payment reviews will continue to occur on the current two-year cycle.

These changes do not diminish, reduce or eliminate the LME-MCOs responsibility/authority for oversight and monitoring of their Provider Networks. Examples include: Post Payment Reviews, Targeted Monitoring, Quality of Care Reviews and Investigation Reviews.

However, based on our collaborative work, DHHS recognizes that the four approved National Accrediting bodies not only meet, but exceed the requirements as denoted on the currently utilized DHHS Agency (Routine) Monitoring Tool. This significant step forward will allow for the redistribution of current resources, and will further drive our system from a compliance based to an enhanced outcome based focus.

DHHS remains committed in the pursuit to support the efficiency and fidelity of the service system in ways that reduce duplication, as well as decrease excessive administrative burdens for our LME-MCOs and provider community.

Please contact Janet Breeding at [janet.breeding@dhhs.nc.gov](mailto:janet.breeding@dhhs.nc.gov) or 910-434-3811 or Deb Goda at [deborah.goda@dhhs.nc.gov](mailto:deborah.goda@dhhs.nc.gov) or 919-855-4297 if you have any questions.

Previous bulletins can be accessed at <http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>.

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