

Region 5 Systems

Network Management Procedures

Revised: 2/26/18

■ Compliance Reporting Procedures

Through its internal management reporting system, Region 5 Systems shall monitor a Network Provider's contract compliance according to the identified contract requirements. Region 5 Systems will:

1. Utilize the comprehensive "Provider Reporting Requirements Compliance" chart that shall accompany each Network Provider's annual contract. At a minimum, a five-business day reminder notice shall be given to Network Providers in advance of compliance deadlines.
2. Utilize the "Management Report" that summarizes Network Providers' compliance with reporting requirements. This report shall be presented at each Network Providers' meeting and subsequently at each BHAC and RGB meeting.
3. Notify Network Providers within 24 hours of when a compliance requirement has become delinquent. The Network Provider shall have five business days to comply with the deficiency.
4. May require the Network Provider to submit a Quality Improvement Action Plan if the Network Provider falls below the compliance threshold of 90% OR Region 5 Systems determines the noncompliance continues to impede Region 5 Systems' business operations.
5. If the Network Provider does not take action and resolve the compliance issue as directed, Region 5 Systems may withhold payment to the Network Provider until the compliance issue is resolved. Written notice shall be sent to the Network Provider. Such notice shall be courtesy copied to Region 5 Systems' HHS field representative and subsequently documented on Region 5 Systems' management report.
6. Further corrective action may be taken at the direction of the BHAC and/or RGB for any compliance requirement that is delinquent or deemed unacceptable.