




Policy and Procedures

<u>DEPARTMENT NAME</u> Utilization Management		
<u>SUBJECT</u> Quality of Care Notifications		<u>POLICY NUMBER:</u> UM-020
<u>APPROVAL:</u> 	<u>EFFECTIVE DATE:</u> 2/26/2021	<u>REPLACES :</u> UM-020, dated 3-17-2016

- I. **PURPOSE:** The purpose of this policy is to outline the process that Community Based Care Integrated Health (CBCIH) has implemented with the Children’s Network of Southwest Florida to provide timely information to Sunshine Health for any potential Quality of Care or service issues identified as the Children’s Network of Southwest Florida staff interact with caregivers, enrolled children, and providers. Sunshine Health’s SHP Quality improvement department is responsible to investigate the potential quality of care or service issue and take applicable action.

- II. **REVIEW HISTORY:** Policy developed March 17, 2016.

- III. **CONTACT:** Utilization Management Director

- IV. **PERSONS AFFECTED:** Children who are enrolled in the Sunshine State Specialty Plan.

- V. **POLICY:** The Children’s Network of Southwest Florida will assure that any quality-of-care issues are raised to CBCIH for resolution.

- VI. **RATIONALE:** The Children’s Network of Southwest Florida is committed to assuring that children in the child welfare system receive excellent care. By training Child Welfare Case Managers and requiring that any issues raised about quality of care be handled in a timely manner, service quality will be improved.

- VII. **CROSS REFERENCES:**

Contract with Community Based Care Integrated Health, LLC. (CBCIH)

- VIII. **DEFINITIONS:**

A. Lead Agency - an “eligible lead community-based provider” as defined in Section 409.1671(1)(e), F.S. The functions of a lead agency include: (a) Organize and manage a network of service providers; (b) Provide dependency case

**Children's Network of Southwest Florida
Quality of Care Notifications**

management for any children/families referred. The Children's Network of Southwest Florida is the lead agency for Circuit 20.

B. Managed care or MMA - a health care system that integrates the financial management for those eligible for Medicaid in order to deliver appropriate health care services to covered individuals by arrangements with selected providers to furnish a comprehensive set of health care services and formal programs for ongoing quality assurance and utilization review.

C. Potential Quality of Care Incident—A potential quality of care incident is any alleged act or behavior that may be detrimental to the quality or safety of patient care; is not compliant with evidence-based standard practices of care; or that signals a potential adverse, critical or sentinel event. Such an incident or sentinel event that negatively impacts the health, safety or welfare of an enrollee occurring during the delivery of a Medicaid funded service covered by an MMA plan.

IX. PROCEDURES:

A. The Children's Network of Southwest Florida will have a processes in place to educate Child Welfare Case Managers and other CBC staff on Potential Quality of Care or service issues and reporting these to the appropriate entities.

B. The Nurse Care Coordinator, Behavioral Health Care Coordinator or CNSWFL Provider Relations staff will report the Quality of Care or service issues to the CBCIH Integration Manager. The Integration Manager will notify Sunshine Health of any potential Quality of Care or service issues.

C. The Behavioral Health Care Coordinator, Nurse Care Coordinator, Provider Relations staff and CBCIH Integration Manager will provide coordination and assistance as needed to support Sunshine Health in monitoring patient safety and quality of care.