




<u>DEPARTMENT NAME:</u> Utilization Management		
<u>SUBJECT:</u> Policy and Procedure Development		<u>POLICY NUMBER:</u> UM-040
<u>APPROVAL:</u> 	<u>EFFECTIVE DATE:</u> 3/26/2021	<u>REPLACES:</u> QM-001 dated 8/6/2004

- I. **PURPOSE:** To describe the development of policies and procedures developed for the Children’s Network of Southwest Florida and its providers.
- II. **REVIEW HISTORY:** Previously approved as a new policy QM-001, 8/6/2004, revised and renamed as UM-040
- III. **CONTACT:** Director of Utilization Management
- IV. **PERSONS AFFECTED:** Children’s Network of Southwest Florida staff and contracted providers.
- V. **POLICY:** It is the policy of the Children’s Network of Southwest Florida to develop and disseminate clear and concise policy and procedure statements for the use of its staff and contracted providers.
- VI. **RATIONALE:** Written policies and procedures clarify the functions and roles of persons within the system of care and provide ongoing guidance and reference material to assist in the daily functioning of the organization.
- VII. **CROSS REFERENCES:**
Contract HJ300 between Children’s Network of SW Florida and the Florida Department of Children and Families
- VIII. **DEFINITIONS:**

Policy: The guiding principle determined to be appropriate for the subject area addressed in the document.

Procedure: The method(s) utilized to cause the guiding policy to occur.



IX. **PROCEDURES:**

- A. Policies and procedures are drafted in the format provided (Exhibit A).
- B. The policy and procedure document is submitted to the department Director who oversees the functions addressed in the policy and procedure document.
- C. Policies and procedures will be developed in accordance with all applicable federal and state laws, administrative rules, contract requirements, accreditation standards and Medicaid regulations.
- D. When the department Director approves the policy and procedure document, it is submitted to the UM Director or designee.
- E. The UM Director or designee will review the document for conformity and clarity and will confer with the submitting department Director if there are questions or concerns.
- F. For new policies, the UM Director will disseminate the draft policy and procedures to key staff of the lead agency and case management organizations to solicit feedback. Staff will have a ten day period to respond with comments and suggestions. Feedback will be incorporated as necessary and in collaboration with the submitting department Director
- G. The UM Director or designee will submit the policy and procedures document to the Chief Executive Officer for approval and signature.
- H. When a new policy addressing programmatic or regulatory requirements is developed and approved by the Chief Executive Officer, the UM Director or designee will submit the policy and procedures document to the Department of Children of Families for review and approval.
- I. Once a new policy has been approved by the Department of Children and Families, the UM Director will disseminate to providers and staff.
- J. Key staff of the lead agency and case management organizations will be notified that the final policy has been approved with instructions that it be disseminated to and discussed with staff..
- K. All approved policies will be posted and maintained on the Children's Network of Southwest Florida's web site.
- L. All policies and procedures will be reviewed and revised as needed on a regular basis.



- M. Contract providers are expected to abide by the policies and procedures developed by Children's Network of Southwest Florida and to ensure that their own internal operating procedures and directives do not conflict with lead agency administrative policies.
- N. All staff are responsible to assure that they are utilizing current versions of policies and procedures in their work. Failure to use current versions of policies and procedures will result in disciplinary action.

X. **EXHIBITS:**

Exhibit A: Policy and Procedure Development Template

Policy and Procedures

<u>DEPARTMENT NAME</u>		
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- XI. **PURPOSE:** A brief description of why the policy has been developed.
- XII. **REVIEW HISTORY:** When was the policy last reviewed. Policies should be reviewed at least every three years.
- XIII. **CONTACT:** If someone has a question about the policy, who is the expert that they should contact.
- XIV. **PERSONS AFFECTED:** Who within the organization does the policy refer
- XV. **POLICY:** A brief statement of the general policy
- XVI. **RATIONALE:** Why this particular strategy has been chosen
- XVII. **CROSS REFERENCES:** What statutes, rules, other documents affect this policy.
- XVIII. **DEFINITIONS:** Brief definitions of terms used in the policy
- XIX. **PROCEDURES:** This is the section that describes the actual procedures that have been developed to support the policy.
- XX. **EXHIBITS:** Any forms or other documents that are necessary to make the procedures workable for the organization or that provide additional explanation of the policies and procedures.