




Policy and Procedures

DEPARTMENT NAME Utilization Management		
SUBJECT Quality of Care Notifications		POLICY NUMBER: UM-020
APPROVAL: 	EFFECTIVE DATE: 3-17-2016	REPLACES : New policy

- 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 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:** New policy.

- 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 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

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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. Quality of Care of Service- issues or services that compromise patient safety or have an adverse effect on an enrollee.

IX. PROCEDURES:

A. The Children's Network of Southwest Florida will have a procedure in place addressing the training of the Child Welfare Case Managers on Quality of Care or service issues and reporting these to the appropriate entities.

B. The Nurse Care Coordinator or Behavioral Health Care Coordinator will report the Quality of Care or service issues to the Regional Coordinators. The CBCIH Regional Coordinators will notify Sunshine Health of any Quality of Care or service issues.

C. The Behavioral Health Care Coordinator and the Nurse Care Coordinator and CBCIH Regional Coordinators will provide coordination and assistance as needed to support Sunshine Health in monitoring patient safety and quality of care.