



Imagine! Procedures Organized Health Care Delivery System (OHCDS)

Imagine! is committed to its mission and the provisions for the delivery of quality services and supports.

To that end, only those providers who meet standards meeting the Imagine! mission and standards for qualifications will be afforded the relationship of OHCDS with Imagine!.

Community Providers, Independent Contractors, Providers of Non-Direct Services

All providers billing through Imagine! will be required to meet assurances and requirements before payment will be made for any services rendered as delineated in the *Imagine! Provider Application Assurances/Requirements*. These assurances include, but are not limited to:

- Satisfactory criminal background and reference checks, fingerprinting, as required
- Proof of license/certification, as applicable
- Professional review through Department of Regulatory Agencies, as applicable
- Satisfactory Office of Inspector General review
- Proof of required insurances
- Proof of Worker's Compensation, as applicable
- Verification of qualifications for services and supports to be provided
- Verification of completion of training for services and supports to be provided
- Verification of U.S. Citizenship
- Signed contract or terms of agreement for purchased services

All terms set forth in the Imagine! contract/terms of agreement will be met throughout the relationship. If terms are not met, steps toward termination of agreements will be initiated by Imagine! as described in the contract language.

All providers billing through Imagine! may only bill for those services and supports authorized through an individual's Service Plan (SP) or Individualized Family Service Plan (IFSP) and accompanying Service Authorizations. All billing documents will be required to relate directly to the SP/IFSP and authorized services.

Imagine! will conduct claims testing on billing submitted through the OHCDS office as well as other Imagine! departments authorizing payments.

Program Approved Service Providers (PASAs)

Service Providers, which are program approved by the Division for Intellectual and Developmental Disabilities, will be considered eligible for an OHCDs relationship with Imagine!.

To be considered for the OHCDs relationship with Imagine!, in addition to general assurance and requirements discussed above, (PASAs) will be required to provide information to Imagine! as follows:

- Relevant policies and procedures
- Orientation and training procedures
- Monitoring plan
- Process or proposal for internal reviews for quality assurance
- Results of satisfaction surveys
- Results of surveys conducted by the Division for Intellectual and Developmental Disabilities or Community Centered Boards, if expanding services
- Process for addressing and reporting complaints
- Process for collecting and reporting incident reports and trends
- Process for reporting critical incidents

Materials submitted will be reviewed by the Quality Assurance Analyst with Imagine! and recommendations for approval for OHCDs status will be made by the QAA to the Imagine! Chief Finance Officer.

PASAs approved to participate in an OHCDs relationship will enter into a contract with Imagine!. In addition, all PASAs will be provided with the Imagine! Quality Assurance Monitoring Plan and Imagine! specific policies and procedures.

PASAs will participate in activities related to the Imagine! Quality Assurance Monitoring Plan and will be required to adhere to those activities delineated in the Plan and Contract.

Information regarding Program Approved Service Agencies will be made available to consumers, families and guardians. A list of all PASAs (regardless of OHCDs status) will be provided during annual planning meetings and as requested. Access to PASA information will be maintained on the Imagine! website and will include contact information for the PASA, a link to the provider website, if available; and information regarding quality assurance and satisfaction surveys, as available.

Any concerns and issues will be addressed directly with the PASA through reports, written communication or face to face meetings. Ongoing concerns and issues may be reviewed in conjunction with contract renewals. If the OHCDs relationship is to be terminated, the OHCDs will offer the opportunity for the PASA to explore other options for billing for services. Ongoing concerns will be communicated to the Division for Intellectual and Development Disabilities, as required.

Claims testing for PASAs in the OHCDs relationship will be conducted on an ongoing basis by the Imagine! Business Office.

Termination of Contract

Any contract entered into with Imagine! for the provision of services and the OHCDs relationship may be terminated:

- ✚ Immediately when the provider poses a risk to people in services or Imagine!.
- ✚ Following a review with the provider when issues have been identified.
- ✚ If the provider does not provide assurances to accompany the contract, either when first established or upon renewal.

Terminated contracts and the reasons for termination will be reported to regulatory agencies, if required.

Reinstatement of Contract

If a contract between Imagine! and a provider has been terminated, reinstatement may be possible if certain conditions are met. This includes:

- ✚ Evidence that all assurances, as delineated in the procedures above, are met.
- ✚ Assurances that any and all concerns, leading to the termination of the former contract, have been resolved.
- ✚ If the contract is for a Program Approved Service Agency, a site visit will be conducted to review administrative processes, including areas outlined for initial review above and pertinent information to assure health, safety and welfare of people served.
- ✚ Providers, whose contracts have been reestablished following termination, may be subject to a higher level of scrutiny by Imagine! and regulatory agencies, as appropriate.

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