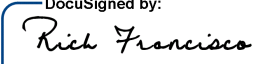




<b>Policy Title:</b> Clinical and Support Services Documentation	<b>Policy or Procedure #: 10-011</b>	<b><u>Review Dates</u></b>	
<b>Category:</b> Provider Network  <b>Subject:</b> The purpose of this policy is to assure all records of persons receiving services are routinely maintained in a manner which facilitates appropriate and coordinated care and meets requirements for reimbursement.	<b>Prepared by:</b> Name: Jackie Farrar Title: Provider Network Manager  <b>Approved by:</b> DocuSigned by:  <small>AA7EBD48AB804A3</small> Rich Francisco, Executive Director	7/30/2025	
	<b>Effective Date:</b> 06/28/2002	<b>Last Revised Date:</b> 04/08/2024	

I. POLICY

It is the policy of HealthWest to require all contracted Providers to maintain demographic, clinical service, and support service documentation which comply with HealthWest standards for content, signature, authentication, and timeframes.

II. APPLICATION

All contracted Providers of HealthWest.

III. PROCEDURE

A. HealthWest staff will assure contract/Provider Manual includes requirements for compliance with applicable standards including but not limited to Medicaid, MDHHS Service Standards, HealthWest Policies and Procedures, and the Department of Health and Human Services Requirements.

B. Designated HealthWest staff will monitor compliance as defined below.

**Note:** HealthWest may delegate to its TJC, CARF, or COA-accredited affiliates and providers the responsibility for compliance and monitoring of their subcontracted Providers including Licensed Independent Practitioners and may require the use of HealthWest methods/tools.

Provider	Requirements	Provider Evidence	Review Schedule	Monitoring Method
<b>Accredited Providers</b> (TJC, CARF, COA only)	Must meet Medicaid, Michigan Department of Health and Human Services requirements, and any additional	Full Accreditation Report.	At Application/ Re-Application.	HealthWest staff review of evidence.
		Full Licensure Report.	Quarterly and Performance Indicator.	May include on-site record audit.
		Self or External Record Audit Reports.	Unscheduled.	

	requirements defined in HealthWest policy or contract.	Staff Training Documents.  Plans of Correction or Performance Improvement.	Adverse Incident.	
<b>Non-Accredited Providers</b>	Same as above.	Full licensure report.  HealthWest Record and Compliance Review.  Self/External Record Audits using Payor tool.  Staff Training Documents.	Same as above with probable site review.	HealthWest staff on-site record and evidence review.
<b>Licensed Independent Practitioners</b>	Same as above; specific reference to HealthWest Policy No. 06-015.	Record Review Documents.  Staff Training Documents as required.	Site/Record Review unless subcontracted by TJC/CARF/COA-accredited Provider.	On-site record evidence review or review of accredited report and/or contract.

C. Consequences for Non-Compliance  
HealthWest staff will:

1. Notify contract Provider of non-compliant findings.
2. Require plan of correction with timeframes.
3. Review corrective actions until full compliance is achieved.
4. HealthWest may withhold payment or terminate contract for non-compliance.

IV. REFERENCES

CARF: Behavioral Health Standards Manual.

Department of Health and Human Services: Licensing Requirements.

Department of Health and Human Services Administrative Rules and Service Standards/Provider Manual.

HealthWest Policy/Procedure: No. 06-015: Clinical Documentation Standards; No. 05-008: Authentication and Modifications of Documents in the Clinical Record; and No. 06-010: Medication Management.