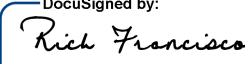




Policy Title: Clinical and Support Services Documentation	Policy or Procedure #: 10-011	<u>Review Dates</u>	
Category: Provider Network Subject: The purpose of this policy is to assure all records of persons receiving services are routinely maintained in a manner which facilitates appropriate and coordinated care and meets requirements for reimbursement.	Prepared by: Name: Jackie Farrar Title: Provider Network Manager Approved by: DocuSigned by:  AA7EBD48ABB04A3 Rich Francisco, Executive Director	07/30/2025	
		06/18/2026	
	Effective Date: 06/28/2002	Last Revised Date: 06/18/2026	

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 (Website) 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.

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.

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