

SBHO MONITORING & ACTIVITIES TABLE FY 2018-19

Monitoring Activity
Biennial
SBHO Admin. Review: ASO (CommCare)
SBHO Admin. Review: KMHS IS
Annual
Agency Credentialing Review (<i>SBHO and Provider Agency</i>)
SBHO Code of Conduct
SBHO Privacy and Confidentiality Review
SBHO Provider Admin. Review – All Network Providers
SBHO Provider Admin. Review – Out of Network SUD Residential Providers
QUIC Review SBHO Quality Management Plan and Evaluation Summary Report
SBHO Fiscal Review (<i>All contracts</i>)
SBHO Provider R & E Reports
SBHO Fiscal Review of each Provider Agency
SBHO Compliance Plan
SBHO Compliance Committee Charter
Sentinel Events Reviews and Tracking
Behavioral Health Enrollee Survey (BHES)
PIP Measurement
Biannual
Clinical Chart Reviews (SBHO Behavioral Health Chart Reviews FY 2018)

SBHO Review of Residential Programs
SBHO Review of E&Ts
SBHO Review of Triage
Provider R & E Reports
Quarterly
Grievance, Appeals, and NOABD Tracking Reports analysis and network grievances submitted to Department
QRT On-Site Provider Review
Grievance Tracking Reports analysis and network grievances submitted to Department
SBHO Gap Analysis
Resource Utilization Trends
Quality Indicators Tracking
Monthly
Ombuds Activity
CommCare Monthly Authorization Reports
Peninsula Regional Assessment Tool (PRAT) Report
Data Integrity Reviews
Provider Performance Reports