



**DEPARTMENT OF MENTAL HEALTH
POLICY/PROCEDURE**

SUBJECT UNDERUTILIZATION OF AGREEMENT SERVICES	POLICY NO. 1000.02	EFFECTIVE DATE 06/17/1991	PAGE 1 of 2
APPROVED BY: Original signed by: FRANCIS DOWLING Director	SUPERSEDES 110.08 06/17/1991	ORIGINAL ISSUE DATE 06/17/1991	DISTRIBUTION LEVEL(S) 1

PURPOSE

- 1.1 To provide guidelines for Department of Mental Health (DMH) oversight of units of service utilization (productivity) in compliance with provisions in the Mental Health Services Agreement.

POLICY

- 2.1 The DMH, in accordance with the terms as stipulated in Mental Health Services Agreement, Section 15, "Underutilization of Agreement Services", will ensure that compliance with service utilization of contract services is met on a quarterly basis.

PROCEDURE

- 3.1 All mental health service providers shall be monitored regarding their compliance with the units of service provisions in their respective contractual agreement. The following process will prevail:
 - 3.1.1 MIS data will be monitored on a quarterly basis by the DMH Contract Management Bureau.
 - 3.1.2 A listing of providers generating less than 90 percent units of service (underutilizers) will be generated by the Contract Management Bureau.
 - 3.1.3 Contract providers are expected to produce at least 90 percent of service projections. If the 90 percent service amount is not met, a corrective action quarterly report is to be generated and forwarded to the Contracts Development and Administration Division (CDAD) by the agency detailing how it will address its low productivity. The year-to-date data on the 630 Report will serve as the basis for review of low productivity. The MIS reports for September, December, March, and June are the baseline information. The quarterly report is due to



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Contracts Development and Administration Division by the 30th of the following month.

- 3.1.4 Program Services Bureaus will be forwarded the quarterly reports by CDAD. The reports will be reviewed by the Bureaus which will render a decision as to approval, denial, and/or other action. Program Services Bureaus will submit their findings to the CDAD within five (5) working days.
- 3.1.5 In the event that the quarterly report is not submitted in a timely manner to CDAD, CDAD will inform the Contract Compliance and Support Division (CCSD). CCSD will be notified in writing that the agency is in non-compliance with the terms of the contract. The CCSD will be responsible for follow-up to ensure complete compliance.
- 3.1.6 A status report of underutilizers, based on requested program action and follow-through, will be prepared and submitted to the Program Bureaus by CDAD by the first week of October. A ten (10) day turn around period is expected from the Bureaus to ensure that if funding reduction is indicated, the Contract Monitoring Review Committee is notified for disposition.
- 3.1.7 If a funding reduction is necessary, a contract amendment will be authorized by the Program Bureaus. Further action involving a shifting of funds will be conducted according to the instructions contained in the DMH Policy 800.03, "Reallocation of Funds from Contract Agencies."

AUTHORITY

Mental Health Services Agreement, Section 15