

Policies/Procedures

- **Policy** = a principle or rule to guide decisions and achieve rational outcomes.
(what, why)
- **Procedure** = an act composed of steps; course of action (who, when, where and how)
 - address the topic only
 - clear
 - concise
 - punctuation, grammar, etc.
 - detailed
 - answer who, what, where, when and how

Assurances

- **Assurance** = promise or guarantee
 - A signed form
 - All requirements of the Assurance document must be incorporated into business practices and adhered to.

Examples:

- Applying Provider understands and agrees to post the Elder Abuse & Neglect Hotline number (800/392-0210) in each of its office locations.
- Applying Provider understands and agrees to verify certifications, licenses and degrees of all personnel and agrees to perform ongoing verification.....

Proposal Process

1. Proposal reviewed
2. Site visit
3. Participation agreement (contract) to agency for completion
4. Agreement executed by MMAC
5. Executed agreement to agency *and* Medicaid enrollment applications to MHD
6. Letter from MHD confirming enrollment
7. Begin serving authorized clients

Maintaining PA

- Regulations/Proposal/Participation Agreement
- Training
- Criminal background screenings
- Employee Disqualification List
- Insurance coverage

- Changes to contact/demographic information and staff
- 24/7 phone contact
- Termination of contract

Failure to abide by requirements of the program could result in recoupment of funds, PA special terms or termination of PA.

Expiration of PAs

- Participation agreements are effective for a one year period, July 1 through June 30
- Information must be submitted, within set deadlines, in order to be considered for a new agreement

Direct Deposit

- DHSS and MHD reimbursements are direct deposited
- To change bank information, complete
 - Vendor ACH-EFT Application (SSBG/GR)
 - <http://www.dhss.mo.gov/seniors/hcbs/appsforms.php>
 - Application for Provider Direct Deposit (Medicaid)
 - <http://manuals.momed.com/manuals/presentation/forms.jsp>

Must complete a form for *each* provider number

Contact Information

MMAC Provider Contracts
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