

At a Glance MCO Subcontracting Question and Answer

DHS Requirements for Subcontracting: All subcontracts for member services shall be in writing, include the provisions of this subsection, and any general requirements of this contract that are appropriate to the service. The subcontractor must agree to abide by all applicable provisions of this contract.

- ✓ Parties of the Subcontract
- ✓ Program Purpose
- ✓ Services
- ✓ Compensation
- ✓ Term and Termination
- ✓ Legal Liability
- ✓ QM Programs
- ✓ Restrictive Measures
- ✓ Critical Incidents
- ✓ Utilization Data
- ✓ Non-Discrimination
- ✓ Insurance and Indemnification
- ✓ Notices
- ✓ Access to Premises
- ✓ Culturally Competent
- ✓ Certification and Licensure
- ✓ Or meet MCO State approved standards.
- ✓ Records
- ✓ Member Records
- ✓ Confidentiality
- ✓ Access to Services
- ✓ Authorization for Providing Services
- ✓ Billing Members/ Hold Harmless
- ✓ Provider Appeals
- ✓ Member Appeals and Grievances
- ✓ Prohibited Practice
- ✓ Criminal Background Check

In Establishing and Maintaining Subcontracts, the MCO Must:

- ✓ Establish mechanisms to ensure compliance by providers.
- ✓ Monitor providers regularly to determine compliance.
- ✓ Take corrective action if there is a failure to comply.

Prohibited Providers

The MCO may not knowingly subcontract with barred or ineligible providers

Additional Factors which affect MCO Subcontracting Language

DHS requires MCOs to assure the quality and coordination of member support services, subsequently MCO subcontracts will incorporate many of these requirements into their subcontracts. Some of the most universally applicable standards MCOs incorporate into subcontracting language for this purpose include:

- ✓ Individual Service Plan and Member-Centered Plan Development & Review
- ✓ Comprehensive Assessment
- ✓ Providing, Arranging and Coordinating Services
- ✓ Re-Assessment Conditions
- ✓ Member Safety and Risk
- ✓ Prevention and Wellness Plan
- ✓ Protection of Member Rights
- ✓ Quality Management Program
 - Monitoring the Quality of Purchased Services
 - Identifying and Responding to Unintended Events
- ✓ Data Integrity Audits
- ✓ Program Integrity Plan, Program and Coordination
- ✓ Reporting and Data