

## ATTACHMENT I SPECIAL PROVISIONS

### A) Complaints and Grievances

- a. Each subcontractor is responsible for processing, monitoring, and documenting complaints and grievances received, subsequent investigations of the complaint or grievance, and for responding to complainants in a timely manner.
- b. Annual QA monitoring will confirm that contact information for CFCHS and DCF are posted in areas accessible to individuals receiving services and their family members.
- c. All subcontractors are required to include in their policies and procedures, client handbooks, brochures, posters and website CFCHS contact information for Fraud, Waste and Abuse (FWA) <http://www.centralfloridacares.org>, <https://centrafloridacares.ethicspoint.com> or by calling toll free 1-844-302-0433, as well as the CFCHS phone number for Complaints and Grievances (407) 985-3568.

### B) Federal Health and Human Services (HHS) Requirements

All subcontractors shall develop a plan for the provision of Auxiliary Aid services for individuals who are deaf or hard of hearing, or who have Limited English Proficiency (LEP). Such plan shall also have an Auxiliary Aids monitoring component to ensure that all programs are in compliance with the requirements of the DCF-HHS Settlement Agreement and the DCF CFOP 60-10 Chapters 3 and 4.

### C) Training and Quality

- a. Subcontractor shall provide the managing entity with their full accreditation and licensing reports upon request.
- b. Subcontractor agrees to participate in network training events.
- c. Subcontractor agrees to follow the procedures outlined in the managing entity's subcontractors manual or similar document which outlines network procedures and policies.
- d. Subcontractors must be accredited by a nationally recognized accreditation agency. Accreditation must be maintained during the life of the contract with CFCHS. Unaccredited providers must implement Commission on Accreditation of Rehabilitation Facilities (CARF) Standards for Unaccredited Participating Providers within six (6) months of contract execution.

### D) Finance and Accounting

- a. Prior to execution of this contract and on by June 30 each year thereafter, Subcontractor shall submit and approve a completed Funding Detail to CFCHS. The Funding Detail shall

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be completed using the Financial Module at cfchsdata.org and reflect current year negotiated contracted dollars and services.

- b. Thirty (30) days after the execution of this contract and on July 30 each year thereafter, Subcontractor shall submit a final Cost Allocation Plan to CFCHS. This plan, submitted with the provider's fiscal reports as part of the proposal package, will be utilized in the analysis of that proposal package. If the Provider's Cost Allocation Plan changes during the contract period, Subcontractor shall provide CFCHS an updated copy of said no later than thirty (30) days after its implementation by Subcontractor.
- c. Subcontractor understands that there are limits to the administrative costs that can be allocated to its CFCHS funded activities. Subcontractor is required to comply with certain maximum administrative costs percentage for its CFCHS funding. Within the definitions of its Cost Allocation Plan, Subcontractor is required to allocate administrative costs to its CFCHS funded activities such that said costs do not exceed ten percent (10%).
- d. Each month, Subcontractor is required to review and approve the reverse invoice generated by CFCHS by returning the reverse paper invoice to CFCHS with a signature via email, to include reporting of sliding fees collected.
- e. Subcontractor shall analyze at minimum quarterly and notify CFCHS immediately upon discovery when the needs of the community require a change in programming and/or funding. Subcontractor is at risk of having allocated funds removed from this contract if utilization does not meet each quarter's target spending rate.
- f. Subcontractor shall including TANF eligibility screening in its financial screening process for all clients seeking services that are eligible to be reimbursed by TANF.

### **E) Client Satisfaction Survey**

As required by DCF PAM 155-2 Chapter 13, Subcontractors are required to administer the CFCHS-DCF Consumer Satisfaction Survey (CSS) in each of the following four program areas:

- Group 1: Adult Mental Health (AMH)
- Group 2: Adult Substance Abuse (ASA)
- Group 3: Children Mental Health (CMH)
- Group 4: Children Substance Abuse (CSA).

Subcontractors shall administer the CSS on an ongoing basis. Subcontractors who are required to submit 12 or more CSS during the fiscal year are expected to submit surveys to CFCHS at least monthly for processing. The deadline for quarterly submissions is the 17<sup>th</sup> calendar day of the last month of the quarter (September 17, December 17, March 17, and June 17). Subcontractors who have not complied with the minimum quarterly submission will be subjected to financial consequences as specified in the contract.

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**F) Data Systems**

Subcontractors shall use the following data systems as applicable including any future enhancements or modifications to those data systems. Subcontractors are responsible for maintaining the capacity and training to use the data systems.

<b>Data System</b>	<b>Owner</b>	<b>Purpose</b>	<b>Clients whose services are paid in whole or in part by:</b>	<b>Technical Assistance Contact</b>
a. IRMS	CFCHS	<b>Not for reporting Incidents.</b> Simply for documenting incident report notes that are not captured in IRAS.	CFCHS	Bayshore Interactive helpdesk; Geovanna Gonzalez
b. IRAS	DCF	Reporting unusual incidents in accordance with CFOP 215-6	CFCHS and all other funders	DCF helpdesk; Geovanna Gonzalez
c. SANDR	DCF	Reporting seclusion and restraint in accordance with DCF PAM 155-2 Ch. 14	CFCHS and all other funders	DCF helpdesk; Geovanna Gonzalez
d. SIPP	CFCHS	Web-based submission of application packets for SIPP	Medicaid Managed Care	Bayshore Interactive helpdesk; Stephanie Smith
e. FSN	DCF	Submission of Behavioral Health Consultant client progress updates	All funders	DCF helpdesk; Nikaury Munoz
f. cfchsdata.org	CFCHS	Web-based submission of:  1) Service and client data in accordance with PAM 155-2  2) Daily CSU and Detox Bed Count in accordance with the User Manual  3) Weekly Substance Abuse bed count in accordance with the User Manual  4) Wait List data in accordance with DCF PAM155-2	1) CFCHS  2) All funders  3) All funders, Disclose PHI only for CFCHS funded clients  4) CFCHS and Local Match	Five Points helpdesk; Mike Lupton; CFCHS Contract Manager

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		<p>Ch. 12 and CFCHS policy “Access to Care, Waiting List and Capacity Management”</p> <p>5) Contract Financial Management in accordance with the User Manual</p> <p>6) Document Management in accordance with the User Manual</p> <p>7) Final service and client data submission for fiscal year end by July 31.</p>	<p>5) CFCHS and Local Match</p> <p>6) Specific to the document</p> <p>7) CFCHS and Local Match</p>	
g. 2-1-1 Community Resource Directory	2-1-1 Brevard and 2-1-1 Heart of Florida United Way	Resource to provide the community with the mental health and substance abuse services available.	N/A	2-1-1 Brevard; 2-1-1 Heart of Florida United Way; CFCHS Contract Manager
h. Homeless Management Information System(HMIS)/ Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT)	Homeless Services Network (HSN)	Link homeless clients or those at risk of homelessness to eligible grant funding, housing opportunities and support services within the Continuum of Care.	CFCHS	HSN
i. Concord Contract Management	CFCHS	Execute and maintain electronic contracts and manage contract lifecycle online.	CFCHS	CFCHS Contract Manager
j. SurveyMonkey	SurveyMonkey	Collect responses for information requested in order to complete required reports and ad hoc requests.	Survey Specific	CFCHS Contract Manager

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### **G) Health Insurance Portability and Accountability Act (HIPAA)**

Subcontractors shall complete, at least annually, a Risk Analysis in accordance with the requirements of the HIPAA Security Rule (45 C.F.R. n § 164.308(a)(1)(ii)(A)). Further, in accordance with the Breach Notification Rule (45 CFR §§ 164.400-414), subcontractors shall complete a Risk Assessment following a breach, in addition to following all notification requirements under both HIPAA and section 817.5681, F.S.

Additionally, Subcontractors shall comply with the requirements of the Master Contract regarding breaches and/or potential breaches of confidentiality, which are more stringent than the Federal requirements.

Final guidance from Office of Civil Rights (OCR) on the Risk Analysis requirement can be found at: <http://www.hhs.gov/ocr/privacy/hipaa/administrative/securityrule/rafinalguidancepdf.pdf>

### **H) National Voter Registration Act (NVRA) of 1993**

All Network Subcontractors shall comply with, the National Voter Registration Act (NVRA) of 1993, Pub. L. 103-31 (1993), sections 97.021 and .058, F.S., and ch. 2.048, F.A.C., in accordance with the Master Contract.

As a Voter Registration Agency (VRA) Subcontractors must provide people with an opportunity to register to vote or update their voter registration at the time of admission or change of address. Compliance with this requirement shall include, but not be limited to the following:

- a. Designation of a Voting Registration Activities Coordinator, and notification thereof to CFCHS.
- b. The use of DS-DE77, incorporated herein by reference and available at: <http://election.dos.state.fl.us/NVRA/index.shtml>. This form shall be used at admission and change of address.
- c. The use of DS-DE131, incorporated herein by reference and available at: <http://election.dos.state.fl.us/NVRA/index.shtml>. This form shall be used to report the aggregate quarterly activities to CFCHS as specified in Exhibit B, Required Reports.
- d. Assist clients with the registration application with the same level of assistance as the Subcontractor would for completing their own forms.
- e. Submit the voter registration forms to the Supervisor of Elections.

### **I) Exception Reporting**

Subcontractor shall review exceptions monthly submitted by CFCHS to the provider Data Liaisons, Contract Managers, CEOs, and CFOs. Subcontractor shall take appropriate steps to correct any inaccurate data found on the Exception Report no later than the next data submission/invoice

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processing cycle. The provider will sign an attestation that the data on the Exception Report is valid and any inaccurate data listed in exception reports will be backed out of the first invoice following the end of the quarter in accordance with the below schedule:

Quarter	Months of Service	Reconciliation Invoice	Reconciliation Invoice Processing Dates
Quarter 1	July, August, September	October	Nov 10-20
Quarter 2	October, November, December	January	January 10-20
Quarter 3	January, February, March	April	April 10-20
Quarter 4	April, May, June	Final	July 30 – Aug 10

**J) Supplemental Security Income/Social Security Disability Insurance (SSI/SSDI) Outreach, Access, and Recovery (SOAR)**

- a. Report data and outcomes to the RSTL and SOAR Technical Assistance Center using the Online Application Tracking (OAT) system including:
  - i) Number of SOAR-assisted SSI/SSDI applications;
  - ii) Decisions on applications, including appeals; and
  - iii) Numbers of days until applications are approved from date of application submission to date of decision.
- b. Subcontractors are encouraged to:
  - i) Attend the regularly convened local planning team meetings to explore and identify funding and sustainability as well as develop a collaborative effort to implement the SOAR model in the region.
  - ii) Sign up for a SOAR distribution list that will be organized by the ME for ongoing communication and dissemination of meeting minutes.
  - iii) Align their case manager training plans to the implementation of the SOAR local action plan and process.
  - iv) Report progress and challenges during regular meetings or by contacting the appropriate member of the ME staff if meetings cannot be attended by the provider. Providers are also encouraged to identify and address technical assistance needs as consistently as possible.