



# Compliance Program

Child Welfare Specialty Plan

Community Based Care  
**Integrated Health**

# Contents



- **Overview of Compliance Program**
  - *Compliance Committee*
  - *Elements of a Compliance Plan*
  
- **Policies and Procedures**
  - *Overview of CBCIH Procedures*
  - *Code of Conduct and Disciplinary Standards*
  - *Privacy and Security Practices*

# CBCIH Compliance Program

- CBCIH Compliance Committee—Oversees the CBCIH Compliance Program to ensure that standards are enforced with disciplinary guidelines, and within a code of conduct, which are made known to everyone involved in coordination activities on behalf of the CWSP.
- Compliance Plan Components
  - *Written policies and procedures*
  - *Education and Training*
  - *Process for Complaints and Grievances*
  - *Code of Conduct*
  - *Monitoring*
  - *Assessment of Risk(s)*
  - *Effective Communication*

# CBCIH Compliance Activities

- Contract Compliance Attestation
- Annual CBC Lead Agency Compliance Audit
- Quarterly Performance Monitoring
- Training Initiatives and Activities
- Communication
  - *Annual Statewide Meetings*
  - *Regional Meetings*
  - *Behavioral Health Care and Nurse Care Coordinators Meetings*
  - *CBC Coordinators' Meetings*
  - *Post-Adoption Specialists Meetings*
  - *HEDIS Point-of-Contact Meetings*

# Code of Conduct and Disciplinary Standards

It is the policy of Community Based Care Integrated Health (CBCIH) to maintain a posture of positive motivation with employees and sub-contractors; to treat all employees and sub-contractors fairly, consistently and equally; and to administer corrective action, where necessary, on a consistent basis.

CBCIH and our Lead Agency sub-contractors should conduct themselves in a manner that is consistent with the NAHQ Code of Ethics which includes, but is not limited to, the following:

- Practicing with honesty, integrity, and accountability
- Seeking the trust and confidence of all consumers and stakeholders
- Respecting all laws and avoiding involvement in any false, fraudulent, or deceptive activity
- Promoting the right of privacy for all individuals and protecting the maintenance of confidential information to the fullest extent permitted by law

# Code of Conduct (continued)

- Using expertise to inform employers or clients of possible positive and negative outcomes of decisions in an effort to facilitate informed decision making
- Giving credit for the work of others to whom it is due
- Aiding the professional development and advancement of colleagues

Each CBC Lead Agency should adhere to their individual organization's Code of Conduct and subsequent policies and procedures related to disciplinary actions. CBC Lead Agencies are considered "downstream" entities from Sunshine as the main contractor for Medicaid/Medicare, and as a downstream vendor, certain additional requirements are applicable, as indicated within the Florida Managed Medical Assistance Program Services Agreement and in accordance within the CBC Lead Agency Annual Contract Compliance Attestation.

Please refer to the CBCIH Website for the CBCIH Code of Conduct: <http://www.cbcih.net/documents>

# Privacy and Security Practices

The purpose of the Privacy and Security Practices procedure is to ensure that CBCIH and the CBC Lead Agencies comply with laws and regulations concerning privacy and the protection of information as well as to protect the rights and privacy of children and families in the process of gathering and disseminating information.

- All information regarding enrolled members and their families (past, present and future children and/or their relatives) is considered to be confidential and is covered by these procedures. This procedure applies to Community Based Care Integrated Health. If any of the responsibilities outlined in this procedure are subcontracted with an individual or other entity by CBCIH, they must ensure compliance with this procedure.
- Each CBC Lead Agency should adhere to their individual organization's Privacy and Security policies and procedures related to HIPAA. CBC Lead Agencies are considered "downstream" entities from Sunshine as the main contractor for Medicaid/Medicare, and as a downstream vendor, certain additional requirements are applicable, as indicated within the Florida Managed Medical Assistance Program Services Agreement

# Reporting of Privacy Related Concerns

- Report privacy concerns to the Community Based Care Integrated Health, Contract Compliance Manager/Privacy Officer, and, upon request, to the Sunshine Health Compliance Department, regarding:
  1. Potential data breaches and inadvertent disclosures of personal health information (PHI), including documentation and tracking of each instance
  2. Critical/Adverse Incidents, in accordance with CBCIH policies and procedures for Incident Reporting, via the Integrate<sup>®</sup> Notify application
- **HIPAA Privacy Concerns** may be reported to CBCIH's Compliance Officer at 1-321-207-8330. You may also report via email to [compliance@cbcih.com](mailto:compliance@cbcih.com).



# Fraud, Waste and Abuse Reporting

- **Potential Fraud, Waste or Abuse** reporting may be called to CBCIH's Compliance Officer at 1-321-207-8330. You may also report via email to [compliance@cbcih.com](mailto:compliance@cbcih.com).
- Once you make a report to CBCIH, you may additionally report suspected fraud, waste, abuse, or neglect in the Medicaid Child Welfare Specialty Plan in one of the following avenues:
  - *Sunshine Health Corporate Compliance: 1-866-685-8664*
  - *Sunshine Health Compliance Officer: 1-866-796-0530*
  - *Sunshine Compliance email: [compliancefl@centene.com](mailto:compliancefl@centene.com)*
  - *AHCA Consumer Complaint Hotline: 1-888-419-3456*
  - *Florida Attorney General's Office: 1-866-966-7226*
  - *Florida Medicaid Program Integrity Office: 1-850-412-4600*

# Member Complaints and Grievances

Sunshine Health does not delegate member complaints or grievances to CBCIH

- Complaint—A complaint is any oral or written expression of dissatisfaction by a member submitted to the Health Plan or to a state agency (e.g., AHCA). And, it must be resolved by Sunshine Health within **one business day** following receipt or it must be managed as a grievance.
- Grievance—A grievance is an expression of dissatisfaction about any matter other than an adverse decision to a prior authorization request.
- Any person that speaks with a member may identify a potential member complaint, grievance or appeal. This includes CBCIH and our CBC Lead Agency subcontractors. CBCIH may receive information related to a potential complaint from an enrollee, a treatment provider or a CBC Lead Agency on behalf of an enrollee.
- If you receive information related to a complaint or grievance, please report the complaint to CBCIH immediately. The information will be communicated to Sunshine Health via the Integrate® Notify Application, and Sunshine Health will address the issue and follow the AHCA process.

# Potential Quality of Care Incidents (PQI)

- A potential quality of care incident is any alleged act or behavior that may be detrimental to the quality or safety of patient care; is not compliant with evidence-based standard practices of care; or that signals a potential adverse, critical or sentinel event.
  1. Critical incidents are events that negatively impact the health, safety or welfare of an enrollee
  2. An adverse incident is an injury of a member occurring during the delivery of a service that Sunshine Health covers
- The CBC shall report all Critical Incidents and Potential Quality of Care Incidents in accordance with, and as defined by, SH and CBCIH procedures, via the CBCIH designated process immediately, but no later than within 8 hours of becoming aware of the incident.
- CBCIH requires that Community Based Care Lead Agencies have procedures and processes related to submission of potential quality of care incidents for Child Welfare Specialty Plan enrollees. Reports should be submitted to CBCIH for review via email or via fax, utilizing the CBC Lead Agency's internal reporting mechanism and format.
- Within eight (8) hours of receipt of a PQI Report, CBCIH submits the PQI report via the Integrate<sup>®</sup> Notify Application.

# CBCIH Compliance Dept Overview

## Reporting of Compliance Issues

Report compliance issues to CBCIH's Compliance Officer at 1-321-207-8330.

You may also report via email to [compliance@cbcih.com](mailto:compliance@cbcih.com).

- Compliance Officer: Paige Blinderman
- HIPAA Privacy Officer: Paige Blinderman
- HIPAA Security Officer: Chad Collins