Provider Post-Payment Review Preparation Tool

Alliance Health

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How should I use this guide?

Use this guide to help fine-tune your readiness for your **routine monitoring post-payment review (PPR)**. For many, this may be your first PPR, or maybe it's been a while since your last review and you could use a refresher. No worries, we've got you covered. In this guide, you'll find answers to common questions, helpful tips, strategies, and resources to help you prepare for your upcoming PPR.

This guide will focus on the three to four weeks leading up to the start of the review, not any corrective actions or appeals-related matters that may come from the review. Please note, we cannot guarantee that following the guidance in this document will have a significant or favorable impact on the outcome of the PPR. The outcome of your PPR will be determined by your agency's demonstration of compliance in the areas evaluated.

What should I do when I get notification about an upcoming PPR?

If you've been notified by the **provider network evaluator (PNE) department** about an upcoming review, start preparing immediately. It is very important that you and/or the designee(s) respond promptly to any emails and phone calls that you receive from your PNE. This will help the review flow smoothly and maximize the support available to you.

How should I prepare for the upcoming PPR?

We've found that a provider's attention to detail, understanding of the requirements, thorough organization of the required documentation and ability to proactively seek guidance is critical to their success on the review.

Regular and thorough **P.R.E.P** is the best way to ready your team for the PPR:

1. **Pose questions**. Please ask questions and request technical assistance as needed.
2. **(Re)acquaint** yourself with the applicable monitoring tools and guidelines.
3. **Educate and equip your team** with the information and tools needed to participate in the preparation process.
4. **Prepare and package the required documentation.** This is probably the most important step of the process. Ultimately, you will be scored based on the evidence you provide or the lack thereof.

Where can I find the monitoring tools and guidelines?

When you receive your notification email, you should also get the DHHS monitoring tool for providers. This document includes the monitoring guidelines embedded in the document on the **Guidelines Tab**, and the monitoring announcement letter.

Use the monitoring tool as a checklist to help you prepare for the review. To do so, you'll need to identify both the tabs for the **Post-Payment Monitoring Tool** and the **Staff Qualification Tool(s)** associated with the service(s) rendered and billed.

To get more information on the rules, regulations, and guidelines for your service(s), check out Alliance Health's benefit plan service details database. Once on the site, type the service name or service code into the search bar. This search will bring up the Clinical Coverage Policy (service definition), information on scopes of work and in-lieu of services, and other helpful details.

Who are my "team" and how do I educate and equip them?

Your team should consist of anyone that plays an integral role in helping you prepare for the PPR. This may include, but isn't limited to:

- Clinical/program director
- Compliance/quality assurance/quality management director
- Administrative assistant
- Human resources
- IT if your agency is using an electronic medical record or electronic health record (EMR/EHR)

Here are a few helpful resources for your reference:

- Alliance Health Tailored Plan/PIHP Provider Manual
- Alliance Health FAQs
- NC DHHS Agency Monitoring FAQs
- NC DHHS Records Management
- Provider News—subscribe here to stay in the loop on pertinent updates, training opportunities, and other developments at Alliance Health.

How should I organize and prepare the information needed for the PPR?

Thorough organization of the required documentation and preparedness are the best ways to improve the quality of your PPR experience. Your thorough preparation will allow us to focus our time and energy on conducting the review and supporting you through it, and less on searching or waiting for the documentation. Your monitoring tool(s) provide(s) a nice framework for how to organize the documentation.

You'll need to account for three primary areas:

1. **Policies/procedures that govern operations** such as accessibility, scheduling, supervision of staff, etc.
2. **Provision of service documentation** such as individual service plans, person-centered plans, comprehensive clinical assessment or admission criteria (NCSNAP, ASAM), progress notes/service grids, etc.
3. **Personnel documentation** such as staff job descriptions, education, training, supervision, etc.

You will receive a list of members who will be reviewed during the PPR one week before the review. This should be used to fine-tune your preparation for the review. Your documentation may be packaged in a variety of ways based on how your records are managed (i.e., paper charts vs. EHR/EMR), so we strongly encourage you speak with your assigned PNE to learn how to use the monitoring tool to prep and ways to package your required documentation.

What should I expect on the day of the review?

Your review will be scheduled for two days. However, if the second day is not needed, the PNE team will not return to your site for the second day.

The day of the PPR will look like this:

1. At least two PNEs will visit your site to conduct the review.
2. We will ask that you lead us to the **designated workspace** for us to conduct the review.
3. We will need five to ten minutes to prepare and then we will let you know when we are ready to start the **entrance meeting**.
4. During the entrance meeting, we will provide an overview of the day, confirm who the contact person(s) will be from your agency and their availability throughout the day, and answer any questions you may have.
5. Throughout the day, expect to get questions from the PNE team or requests for missing information. These require a prompt response to ensure the review flows smoothly.
6. At the end of the day, the lead PNE will conduct an **exit meeting**.

What is needed in the designated workspace?

We greatly appreciate you providing an area suitable for two or more staff to work in. Preferably this area has a table, and at least one electrical socket to use. We carry our own Wi-Fi. However, depending on the strength of the reception and its impact on workflow, we may need to connect to your internet.

What can I expect from the exit meeting?

During the exit meeting the PNE team will answer any questions you have and let you know what additional information or forms you need to share. Two forms you may receive are:

- **Missing items form:** a list of any items that were not received and reviewed (i.e., policies/procedures, personnel files, member records, etc.).
- **Next steps form:** a summary of what to expect following the review, the possible outcomes of the review, and lists any technical assistance given by the PNE team.

After reviewing the two documents you and any other desired staff will need to sign and date them. A copy of the documents will be shared with you for your records.

Is there anything else we can provide PNEs on the day of the PPR?

No, we appreciate your hospitality, but we cannot accept gifts of any kind. This also includes water and snacks.

What happens after the review?

Within 15 calendar days, you should expect to receive the results of your PPR. If your results are delayed, you will be sent a notification from your PNE within those 15 days. Be sure to read the correspondence thoroughly as it provides very important details about the results and guidance on initiating an appeal, completing a plan of correction (POC), etc.

Provider compliance

As a contracted provider with Alliance Health, it is your responsibility to be familiar and comply with all federal and state laws, rules and regulations governing the provision of services and the processes outlined in the provider manual. Failure to comply with these requirements may constitute a material breach of your contract with Alliance and could result in sanction or administrative action by Alliance, up to and including termination from the network.

Post-payment review notification timeline