

**Children and Family Services
Provider Agreement Policy
Revised October 23, 2007**

Development of Provider Agreements

Definition:

A provider Agreement is a locally developed **contract**. It is the means through which SRS obtains providers to meet the service needs of clients.

Provider Agreements for Children and Family Services are completed for two major types of services, residential placement services and services described in the Child Welfare Handbook of Services. A Provider Agreement does not need to be completed by the SRS Regional office if the residential placement serves only JJA youth. JJA will do a provider agreement for that facility.

An SRS Provider Agreement must be in place before an individual SRS Provider Placement Agreement or Client Service Agreement can be initiated for a placement service for a specific child or a service for non-referred children/youth with an open family services case plan. A family services case plan is not required unless the family services case has been open for more than 45 days. The Client Service Agreement must list the expectations for service delivery and outcomes for the individual client so they can be monitored on a “client specific” basis.

Placement Services:

By means of a Provider Agreement, the provider is recognized by SRS as meeting the requirements to deliver the service as described in the Child Welfare Handbook of Services. The Family Resource Home and Non-Medicaid Residential Placement Service Standards Manual gives a more detailed description of the requirements for each residential placement service that is described in the Child Welfare Handbook of Services.

Placement Agreements or Client Services Agreements can be negotiated to purchase the service once a Provider Agreement is in place. The Provider Agreement establishes that there is “agreement” between the residential provider and SRS that they will be reimbursed at the established rate for a given set of “identified services”, e.g. YRC I, YRC II, Emergency Shelter, etc.

While KDHE licenses the Residential Program they do not establish a level of care, type of care or outline the services that are provided by the facility. SRS outlines the services that are to be provided by the facility in the Provider Agreement.

By means of a Provider Agreement the provider has a rate entered on the Residential Rate Sheet so they can be reimbursed at the established rate.

Encounter data is submitted for the child's placement in the facility, based on the rate, to claim Federal Financial Participation.

Providers needing a Provider Agreement to be placed on the Residential Rate Sheet include:

- Therapeutic Family Resource Home Programs
- Youth Residential Center I
- Youth Residential Center II
- Emergency Shelters
- Transitional Living Programs
- Community Integration Programs
- Secure Care Programs
- Residential Maternity Homes

Provider Agreements do not need to be completed for Child Placing Agency family foster homes. Child Placing Agency family foster homes are licensed by KDHE, as is, the Child Placing Agency. They are providing family foster care (food, clothing, shelter) but not a set of services that would determine a differential reimbursement rate from home to home.

Services described in the Child Welfare Handbook of Services:

Require a Provider Agreement as they are purchased from family service or dollars.

The exceptions are "hard goods" and other one-time resources purchased as outlined in the Handbook of Services. Provider Agreements are not needed for hard good purchases, e.g. description of Clothing Allowance purchases in the Handbook of Services. Reference the Handbook of Services and the CFS Eligibility and Payment Manual in making such purchases.

The Child Welfare Handbook of Services has been placed on the Web on the CFS Website.

Information at the SRS Procurement Website on the development of Provider Agreements:

Information is located at:

<http://srsnet/commissions/admin/AAO/Procurement/Providers/Index.html>

Information on the development of Provider Agreements across all programs shall be utilized in developing Provider Agreements for Children and Family Services to have consistency across programs and throughout the agency. Key Points in developing Provider Agreements across SRS programs:

- SRS may sign agreements with qualified providers based on client

- need.
- SRS does not promise any certain number of referrals.
- Providers may be profit or non-profit, public or private.
- Providers agree to provide services for SRS clients at the lower of actual cost, or, the SRS maximum rate for established services. The rates are listed on the CFS Website under CFS/Rates.
- Each *Provider Agreement* should have a start and end date involving a three year period.

From the Procurement Website, the *Provider Agreement* includes:

SRS *Provider Agreement* document (GS-3906)
 Contractual Provisions Attachment (DA-146a)
 Certification of Qualifications- *Optional*
 SRS Confidentiality Policy
 Applicable Service Description(s)
 Request for Taxpayer Identification Number and Certification (W-9)

Supporting Documents:

Copies of Licenses
Vendor Information Packet
 Signature of Receipt
 SRS Fraud Form- *Optional*
 SRS Central Registry check
 Copy of provider acquired KBI security clearance form
 Any other documents deemed necessary such as billing instructions, reporting instructions, etc.

Provider Agreement Policy:

- a) The Regional Office facilitates a meeting(s) with the provider to determine if the service is needed/will be used locally.
- b) A Provider Agreement must be in place before an SRS Provider Placement or Client Service Agreement can be initiated.
- c) Provider Agreements for CFS will list all the services the provider will provide.
- d) Modifications to Provider Agreements:
 - To delete a service line through the service, initial, and date. Send copy to provider.
 - To add a service, complete a new Service Agreement, SRS and the provider should initial and date the change. Send copy to provider.
 - Documentation of any modification should be sent to central office procurement services via the Attachment C (Provider Worksheet).
- e) Monitoring visits to renew a Provider Agreement for services included in the Handbook of Services are at the option/discretion of the

Regional Office and their local policies.

- f) **Monitoring visits to renew or update a Provider Agreement for residential placement services shall be completed annually by the Regional Office for YRC II facilities, only. Monitoring visits shall be conducted in partnership with the Juvenile Justice Authority if the provider serves both CINC and JO populations.**

(3) Provider Agreements for Residential Placement Services

Provider Agreements for residential placement services shall be considered to be statewide agreements that are developed and managed in the Region where the facility is located. Where there are multiple site providers, (e.g. Villages, Kelly Youth Services, UMY, etc.) One Provider Agreement will be completed for the organization that will be completed at the location where the corporate office is located.

Piggyback Agreements may be utilized for other non residential placement services (see Procurement Services Website for information on the development of Piggyback Agreements).

(4) The Child Welfare Handbook of Services

The Child Welfare Handbook of Services is **an inventory of services** available to be delivered to families and children by the Child Welfare Community-based Service Providers, services for non-referred children/youth reimbursed with family service dollars or Chafee funds, and by providers to those served by JJA. It is posted on the CFS Website.

Each service described in the Child Welfare Community-based Services Handbook has a service page that includes:

- The title of the service and a procedure/encounter code for reporting the service for federal reimbursement.
- A description of the service,
- A listing of who can purchase/provide the service,
- Its definition,
- Whether a Provider Agreement or Client Service Agreement is needed for the service,
- The minimum qualifications to provide the service,
- Documentation needed when the service is delivered;
- Limitations (e.g. 1 per day, 12 hours per day.)
- Units of Service (e.g. per occurrence, per day)
- Funding Source

(5) Development of a Provider Agreement for a Residential Placement Service

Provisional Agreements

The Provider Agreement for a Residential Placement Services is developed as follows:

- 1) The potential provider contacts the Regional SRS office and obtains the Regional Office's assessment of the need for the service. (This consultation does not obligate SRS to utilize the new service.)
- 2) If the Regional Office supports development of the facility, the provider must:
 - Devise and write a Policy and Procedure Manual (PPM)
 - Obtain and ready a facility
 - Obtain KDHE licensure of the facility and the initial program design
- 3) The Provider supplies a copy of the facility's PPM to the Regional Office contact and arranges for a post PPM review on-site visit to the facility.
- 4) The on-site visit includes a tour of the facility, review of the proposed policies and procedures and staffing pattern. Any deficiencies are discussed with the facility.
- 6) The Regional Office staff provides a written report to the facility with a listing of deficiencies that must be corrected before the process of establishing a Provider Agreement with the facility can progress.
- 7) The provider must supply Regional Office staff with a Corrective Action Plan (CAP) to correct the deficiencies discovered during the PPM review and on-site visit.
- 8) The Corrective Action Plan must be approved before a Provisional Provider Agreement can be issued.
- 9) If Regional Office staff agrees that the CAP is sufficient to correct the deficiencies, a Provisional Provider Agreement is issued to the new facility so operations and admissions can begin.
- 10) The Provisional Provider Agreement is limited to 120 days after the official opening of the facility.
- 11) A rate for the facility is placed on the SRS Provider Rate Sheet with the notation that they are a provisional provider.
- 12) Ninety days after the facility opens, Regional Office staff conducts an on-site survey of the actual operations and records of the new facility.
- 13) A written report will be issued to the facility by Regional Office staff listing deficiencies in operations or record keeping and the additional needed corrective actions required.

Ongoing Monitoring of YRC II Facilities

- 1) Once each year, Regional Office staff conducts an on-site survey of the actual operations and records of the residential facility if it is a YRC II facility by:
 - Making an appointment to visit the facility to view their operation and records.
 - Sending the facility the “Site Visit Provider Preparation Guide” and the “Materials required for Site Visit Inspection” list so they can prepare for the survey.
 - Reviewing the previous year’s on-site survey to determine the issues that need to be reviewed and addressed.
 - On site, holding a brief opening meeting to introduce the survey team, outline the survey process and confirm that the documents and records requested are sufficient.
 - Taking a tour of the facility to inspect those areas identified in the review instrument. Using the on-site review instrument to survey the facility.
 - Holding a brief closing meeting to provide general feedback, answer questions and thank the staff for their hospitality and hard work.
- 2) A written report is issued to the facility by Regional office staff listing deficiencies in operations or record keeping.
- 3) If needed, the facility submits a Corrective Action Plan within 90 days that is approved by the Regional Office.
- 4) The facility completes the corrective action plan.
- 6) The Agency’s Provider Agreement is updated with any changes in service delivery or is renewed if it has been 3 years since the last Provider Agreement was written and signed by the Regional office and facility.

(6) *The Provider Agreement is renewed by Regional Office staff every three years.*

(7) Development of a Provider Agreement for Services for children/youth not yet referred to CWCBS provider

The Child Welfare Handbook of Services contains a description of the service to be paid for out of family service or Chafee funds. The Handbook is posted on the CFS Website.

Only prepare Provider Agreements for the services listed that are marked as needing a provider agreement, in the Child Welfare Handbook of Services.

(8) Adding additional services to the Child Welfare Handbook of Services

If a needed service is not described in Appendix B, the Regional Office may do Client Service Agreement for the service.

If the service is not in Appendix B but is a service the Regional Office purchases regularly (**approximately \$5,000 per Region per year**), contact Procurement Services to request that a new service be added to Appendix B.

Procurement Services will research whether a description of that service previously existed.

Procurement Services will call a meeting consisting of CFS Central Office staff to confirm details of the new service; a final version will be sent to the Regional Office that requested the service and a copy will be put in the Handbook.

(9) "Suggested Rate" in the Child Welfare Handbook of Services

Rates may be determined according to local area need and must be specified in the Local Addendum.

In the interest of keeping rates as consistent as possible across the state, local areas entering into agreements for a needed service are asked to check the provider agreement database to see if other areas have an existing agreement for this service and to check the rate being paid.