

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/02/2009 Last Review Effective Date: 02/11/2009
SUBJECT: General Administration	SECTION: GA 1.2

SUBTITLE: CRSA Corrective Action Plans

POLICY:

It is the policy of the Children's Rehabilitative Services Administration (CRSA) to assure performance improvement and compliance with contractual, regulatory, and/or fiscal practices. This policy does not preclude CRSA from taking a more aggressive regulatory action, such as a notice to cure or sanction, under the terms of the contract in lieu of or in addition to a corrective active plan (CAP).

If CRSA oversight identifies compliance deficiencies, a CAP may be required, indicating that improvement must be demonstrated within a specified timeframe.

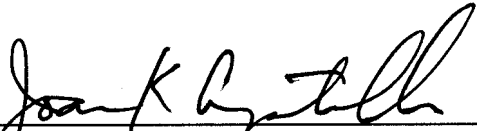
Decisions to request Corrective Action Plans are made by:

- Quality Management/Performance Improvement (QM/PI) Committee;
- Medical Management/Utilization Management (MM/UM) Committee;
- CRSA Executive Management; or
- Any Division Chief.

PROCEDURES:

- 1) CRSA notifies the Children's Rehabilitative Services (CRS) Contractor of the request for corrective action in writing. The letter outlines the deficiency, explains the reason for issuing the action, and includes the timeframe for completion of the CAP.
- 2) The CRS Contractor must respond with a proposed CAP within the timeframe established by CRSA.
- 3) The appropriate CRSA Division will review the CAP and will respond to the CRS Contractor indicating:
 - a) Acceptance of the CAP and the timeframe to provide an update to the CAP indicating progress toward compliance;
 - b) Partial acceptance; or
 - c) Non-acceptance.
- 4) CRSA will be available to the CRS Contractor for technical assistance.

- 5) The Division of Compliance will monitor the CAP resulting from the Annual Administrative Review. For other CAP requests, the appropriate CRSA Division will monitor outcomes and maintain a tracking system of the initial request and subsequent corrective actions taken.
- 6) When the CRS Contractor completes the compliance requirements, the CAP will be considered closed. CRSA will notify the CRS Contractor by sending a letter to the CRS Contractor confirming compliance.
- 7) If the CAP's requirements do not show progress toward compliance within the timeline or the CRS Contractor does not submit a CAP, the applicable CRSA Division Chief will request that CRSA Executive Management discuss further regulatory action, including possible notice to cure and/or sanction.

Approved:  _____ CRSA Administrator	Date: 3/16/09 _____
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