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| 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 1.6 |

SUBTITLE: Review and monitoring of CRS Contractor New Member Orientation Packets

POLICY:

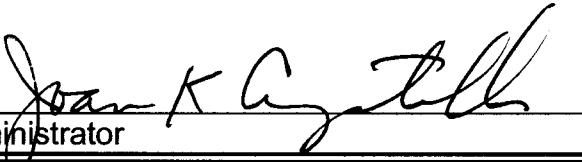
The Children's Rehabilitative Services Administration (CRSA) will review and monitor the Children's Rehabilitative Services (CRS) Contractor's New Member Orientation Packet and the distribution of the packet during an annual review or at any time as determined by CRSA.

PROCEDURES:

- 1) CRSA will provide the CRS Contractor with a New Member Orientation Packet template outlining what elements must be included in the packet.
- 2) The CRS Contractor will submit a hard copy and an electronic version of the New Member Orientation Packet, with updates and revisions, to CRSA within sixty (60) days of the beginning of each contract year.
- 3) The New Member Orientation Packet shall contain information as required in the CRS Contractors Policy and Procedure Manual 1.2, Contract Monitoring and Required Documents, Section E, New Member Orientation Packet.
- 4) CRSA will follow the New Member Orientation Packet submission and review process described below:
 - a) New Member Orientation Packets received within the required time period:
 - i) Within ten (10) business days of receipt, the Division Chief of Member and Provider Services, Education, and Advocacy (Member Services Division Chief) or designee will review the packet and verify that it contains the required elements.
 - ii) If the packet is complete and compliant with CRSA's standards, the Member Services Division Chief or designee will send a notification of approval to the CRS Contractor.
 - iii) If packet is incomplete, the Member Services Division Chief or designee will advise the CRS Contractor of the deficiency and allow ten (10) business days to make revisions.
 - b) New Member Orientation Packets not received within the required time period:
 - i) The Member Services Division Chief will send a formal letter to the

Contractor requesting a complete packet within ten (10) business days of receipt of the formal notification.

- ii) If the packet is not received within ten (10) business days of receipt of the formal letter, CRSA Policy and Procedure Manual GA 1.2, CRSA Corrective Action Plans, will be followed.
 - c) CRSA will review the New Member Orientation Packet distribution process during annual reviews or more frequently as determined by CRSA.
- 5) The Member Services Division Chief and/or the designee will copy the Division Chief of Compliance on all communications with the CRS Contractor.

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| Approved:  CRSA Administrator | Date: <u>3/5/09</u> |
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