



Imagine! Procedures Organized Health Care Delivery System

Imagine! is committed to its mission and the provisions for the delivery of quality services and supports.

To that end, only those providers who meet standards that meet our mission and standards for qualifications will be afforded the relationship of OHCDs with Imagine!.

Community Providers, Independent Contractors, Providers of Non-Direct Services

All providers billing through Imagine! will be required to meet assurances and requirements before payment will be made for any services rendered as follows:

- Satisfactory background, reference checks and fingerprinting, if applicable
- Professional review through Department of Regulatory Agencies, as applicable
- Proof of license/certification, as applicable
- Satisfactory Office of Inspector General review
- Proof of required insurances
- Proof of Worker's Compensation, as applicable
- Verification of qualifications for services and supports to be provided
- Verification of completion of training commensurate to services and supports to be provided
- Verification of U.S. Citizenship
- Signed contract or terms of agreement for purchased services

All terms set forth in the Imagine! contract/terms of agreement will be met throughout the relationship. If terms are not met, steps toward termination of agreements will be initiated by Imagine! as described in the contract language.

All providers billing through Imagine! may only bill for those services and supports authorized through an individual's Service Plan (SP) or Individualized Family Service Plan (IFSP) and accompanying Service Authorizations. All billing documents will be required to relate directly to the SP/IFSP and authorized services.

Imagine! will conduct claims testing on billing submitted through the OHCDs office as well as other Imagine! departments authorizing payments.

Program Approved Service Providers

Service Providers, which are program approved by the Division for Developmental Disabilities, will be considered eligible for an OHCDS relationship with Imagine!.

In addition to general assurance and requirements discussed above, Program Approved Service Agencies (PASAs) will be required to provide information to Imagine! as follows:

- Relevant policies and procedures
- Monitoring plan
- Process or proposal for internal reviews
- Results of satisfaction surveys
- Results of surveys conducted by the Division for Developmental Disabilities or Community Centered Boards, if expanding services
- Process for addressing and reporting complaints
- Process for collecting and reporting incident reports and trends
- Process for reporting critical incidents

Materials submitted will be reviewed by the Quality Assurance department of Imagine! and recommendations for approval for OHCDS status will be made to the Imagine! Chief Finance Officer.

PASAs approved to participate in an OHCDS relationship will enter into a contract with Imagine!. In addition, all PASAs will be provided with the Imagine! Quality Assurance Monitoring Plan and Imagine! specific policies and procedures.

Program Approved Service Providers will participate in activities related to the Imagine! Quality Assurance Monitoring Plan and will be required to adhere to those activities delineated in the Plan and Contract.

Information regarding Program Approved Service Agencies will be made available to consumers, families and guardians. A list of all PASAs (regardless of OHCDS status) will be provided during annual planning meetings and as requested. Access to PASA information will be maintained on the Imagine! website and will include contact information for the PASA, a link to the provider website, if available; and information regarding quality assurance and satisfaction surveys, as available.

Any concerns and issues will be addressed directly with the PASA through survey reports, written communication or face to face meetings. Ongoing concerns and issues may be reviewed in conjunction with contract renewals. If the OHCDS relationship is to be terminated, the OHCDS will be offered the opportunity to explore other options for billing of services. Ongoing concerns will be communicated to the Division for Developmental Disabilities, as required.

Claims testing for PASAs in the OHCDS relationship will be conducted on an ongoing basis by the Imagine! Business Office.