Contract monitoring for providers

Contract monitoring is the process of evaluating a registered provider's compliance with the terms and conditions of their contract. This includes reviewing provider qualifications, documentation and performance-based deliverables. Expectations are detailed in the sample contracts in the provider toolkit.

Scope of monitoring

AAA-managed contracts

If your contract is managed by an Area Agency on Aging, contract monitoring will be completed according to the Area Agency on Aging-established schedules and monitoring practices. You must maintain compliance with the minimum qualifications based on your contracted service and provider type. For questions, contact the AAA that manages your contract directly.

DSHS-managed contracts and statewide contracts

If your contract is managed by the Washington State Department of Social and Health Services, contract monitoring will be completed by DSHS-established schedules and monitoring processes. You must maintain compliance with the minimum qualifications based on your contracted service and provider type.

Notice of contract monitoring

Formal notice of contract monitoring will be sent to your business email address. You will have 30 days to submit records from the day you receive notice. You may also be selected to participate in compliance reviews by our Program Integrity consultants. We recommend responding to these requests as soon as possible.

Minimum qualification requirements

During monitoring, you must remain eligible to provide covered services. Navigators will request updated copies of required documents as part of the verification process.

Records or information requests

You may be asked to provide additional records due to your experience, performance history, number of contracts and other factors. Examples of these records include:

- **Self-assessment and attestation**
    - You may be asked to review your practices for providing goods or services to beneficiaries and complete a self-assessment form. The form helps you confirm whether your practices meet minimum requirements and identify any changes needed to comply with program requirements.
- **Beneficiary records**
    - Beneficiary records documenting the goods or services a beneficiary is receiving. Examples include service history and assessment records.
- **Employee list and staff records**
    - An employee list complete with staff hire dates, names, titles or credential types may be

requested. From this list, Navigators can request a sample of staff records including proof of background checks, copies of credentials and proof of training.

- **Operational records**
    - Your Mandatory Reporter policy and procedure or a copy of your Prevention and Detection of Fraud, Waste and Abuse policy and procedure may be requested.
- **In-person or virtual visit**
    - You may be asked to participate in either an in-person or virtual visit.

Program Integrity

If your contract is managed by the Department of Social and Health Services, Program Integrity consultants will perform ongoing compliance reviews. Program Integrity may also contact providers about potential overpayment processes or other corrective action plans. We recommend responding to these requests as soon as possible.

Contract compliance reviews

Contract compliance reviews will be conducted to verify you are maintaining contract expectations, including confirmation that your usual and customary rates are being charged to beneficiaries, and that those beneficiary records match the billed services and goods. You may be asked to provide additional documentation related to those reviews.

Overpayment process

Overpayment corrections may be handled by Program Integrity consultants in conjunction with the Office of Financial Recovery. For more information, please see Administrative hearing, WAC 182-600-0700.

Intensive corrective action plans

If you are required to complete an intensive corrective action plan, Program Integrity staff will contact you and work with you on the identified performance expectations and review your proposed corrective steps.

Contact

WA Cares team members are available to help answer questions you may have regarding contract expectations.

- For questions about program integrity e-mail WCFProgramintegrity@dshs.wa.gov.
- For questions about contract expectations email WCFProvidernetwork@dshs.wa.gov.