

NORTHCARE NETWORK

POLICY TITLE: NorthCare Directives Policy	EFFECTIVE DATE: February 4, 2010
DATE OF LAST REVIEW: (Reviewed with no changes or minimal text revisions.) January 11, 2011	DATE OF LAST POLICY REVISION: (Revision to policy statement.) N/A

POLICY STATEMENT

NorthCare Network Directives create a written framework that supports excellent clinical care through transparent and efficient administration and cost effectiveness. The NorthCare Directives assist in achieving compliance and consistency as mandated standards for those working within our Network.

PROCEDURES

NorthCare Directives are organized according to the functional area the Directive addresses. Functional areas include:

- Clinical Practice/EBPs
- Compliance
- Customer Service/Recipient Rights
- Electronic Medical Record (ELMER)
- Finance
- Information Technology (IT)
- Reporting and Analytics
- Training/Communications
- Utilization Management

Other functional areas may be identified and added to the existing structure.

The Directives are developed through a collaborative interpretation of rules and regulations and /or policy to set the standards for our operation. The process for development of a NorthCare Directive is:

1. Specific problem or inconsistency is identified that requires a solution for the region.
2. NorthCare will collaborate with partners to identify solutions.
3. A draft of the Directive will be developed and forwarded to the identified contact person at each CMHSP/CA for a 14-day review comment period. Each contact person is expected to distribute the draft to key staff/content experts at their agency.
4. The Directive will be effective upon authorization by NorthCare's Chief Operating Officer.
5. Directives will be available in the NorthCare Provider Manual located at Directives www.northcare-up.org

BOARD ADOPTED/REVIEWED DATE

2/3/10

COO APPROVAL

1/13/11

HISTORY

REVIEW DATES: 1/11/11