

**State of Ohio**  
**Mental Health & Addiction Services**  
**Access to Recovery IV**  
**Corrective Action Policy**

The Corrective Action Plan policy is intended to ensure coordination of client services, adherence to ATR Provider Handbook and Provider Agreement, and to secure safe and appropriate services for the ATR target population.

**A. Procedure**

1. Upon receiving a referral to the ATR agency program, the provider will confirm the accuracy of the client contact information.
2. The provider will verify that the client's information and appropriate voucher are in the VMS system before ATR services are rendered.
3. The provider will develop a service plan based on the client's voucher and the client's needs.
4. The provider will serve the client based on the services approved through the ATR provider application process. The services must be provided in a safe and drug free environment.
5. The provider will keep accurate follow up/case notes and sign in sheets to document services rendered.
6. The provider will submit requests for reimbursement no later than 7 days after services are rendered.
7. The provider will adhere to guidelines provided in the ATR Handbook.
8. The provider will adhere to the information in ATR Provider Agreement.
9. The provider will adhere to any policies, adjustments, memos or correspondence disseminated to the ATR providers by the department.

An infraction of the above procedures will result in an investigation of the infraction along with a Corrective action plan and possible termination.

1. When it is identified that a provider has not adhered to the ATR Provider Handbook, the ATR Provider Agreement or any policies and procedures the ATR staff will gather information regarding the infraction.
2. Next the department will determine the level of severity of the infraction resulting in either a Corrective Action plan or termination of the ATR provider agreement.
3. If a Corrective action plan is given, depending on the level of severity, the provider may not be able to receive new clients for a period of 30 days.
4. The provider has 10 working days to respond in writing to the allegation listed on the corrective action plan.

Policy updated 5.1.2015

5. During the 30 day period the provider is suspended the ATR staff will complete a secondary site visit to the ATR provider.
  
6. Once the site visit is completed the department will determine if the provider has satisfied the issues identified on the corrective action plan. If the provider has addressed the issues successfully the provider will again be able to receive new ATR clients. If the provider has not successfully addressed the issues no new clients will be sent to the provider until the issues are successfully addressed.
  
7. If a provider agreement is terminated by the department the clients served will be transitioned out of the provider agency within a reasonable time frame.

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Alisia Clark, ATR Project Director  
Effective Date: May 1, 2015