Rio Grande/Mineral County

Department of Social Services

Policy

Policy Title Flagging a Provider	**Reference** Vol. III 3.913 (nn)
Policy No. CCCAP-3	**Effective Date** September 1st 2013
	Divisional Director Approval

Definitions

"Flagging" alerts all CHATS users who pull up the providers' information to review the provider notes for possible issues experienced with this provider.

Policy

The county shall flag providers for the following but is not limited to; the possession of CCCAP cards, an exempt provider violated their disclosure agreement (failed to report all adults in household), decision by the county to refuse to authorize care, or termination of a provider fiscal agreement for negative reasons, such as abuse or neglect.

Procedure

1. Take appropriate step as outlined in Volume III, sections 3.917 and 3.918, should the issue with the provider involve an Intentional Program Violation and/or fraud.
2. Document reason for flagging the provider. Obtain written approval by the Social Services Manager and the County Director.
3. Select "Provider" from the CHATS menu, enter the provider's number in the "Provider Demographic Summary" and click the "Go" button. From the drop down menu select "Notes"and click the "Go" button. Select the "New" button, in this screen enter a detailed provider note and select "Flag Provider" as the Note Type. This will highlight the provider in red and direct future CHATS users to review notes for details.

Signed by:

Karl L. Shriver

Chair, Rio Grande County Board of Commissioners

8-28-2013

Date