

Department of Behavioral Health  
**TRANSMITTAL LETTER**

**SUBJECT**

**Provider Scorecard**

**POLICY NUMBER**  
**DBH Policy 622.1**

**DATE**  
**NOV 21 2016**

**TL# 306**

**Purpose.** The purpose of this policy is to describe the purpose, scope, and uses of the annual Provider Scorecard issued by the Department of Behavioral Health (DBH). The Provider Scorecard makes valuable information available to District residents seeking or receiving behavioral health services to help them choose a provider they believe can best meet their needs. In addition, the Provider Scorecard illuminates the strengths of an individual provider and the public behavioral health system and helps to identify areas that require provider and system improvement.

**Applicability.** Applies to DBH-certified or licensed providers with a Human Care Agreement.


**Policy Clearance.** Reviewed by affected responsible staff and cleared through appropriate Behavioral Health Authority (BHA) offices and providers.

**Effective Date.** This policy is effective immediately.

**Superseded Policies.** None

**Distribution.** This policy will be posted on the DBH web site at [www.dbh.dc.gov](http://www.dbh.dc.gov) under Policies and Rules. Applicable entities are required to ensure that affected staff is familiar with the contents of this policy.

  
**Tanya A. Royster, M.D.**  
**Director, DBH**

GOVERNMENT OF THE DISTRICT OF COLUMBIA  <b>DEPARTMENT OF BEHAVIORAL HEALTH</b>	<b>Policy No.</b> 622.1	<b>Date</b> NOV 21 2016	<b>Page 1</b>
	<b>Supersedes</b> None		

**Subject: Provider Scorecard**

1. **Purpose.** The purpose of this policy is to describe the purpose, scope, and uses of the annual Provider Scorecard issued by the Department of Behavioral Health (DBH). The Provider Scorecard makes valuable information available to District residents seeking or receiving behavioral health services to help them choose a provider they believe can best meet their needs. In addition, the Provider Scorecard illuminates the strengths of an individual provider and the public behavioral health system and helps to identify areas that require provider and system improvement.

2. **Applicability.** Applies to DBH-certified or licensed providers with a Human Care Agreement.

3. **Authority.** Department of Behavioral Health Establishment Act of 2013; 22 DCMR A34 Mental Health Rehabilitation Services (MHRS) Certification Standards; and 22 DCMR Chapter A63, Certification Standards for Substance Use Disorder Treatment and Recovery Providers.

4. **Definitions.**

Scorecard – In this policy, refers to the accumulated rating of providers’ performance based on defined indicators in audit tools developed by the DBH Office of Accountability (OA) (see sec. 6 below).

5. **Policy.** The DBH OA shall issue an annual Provider Scorecard that measures the quality of provider services and compliance with DBH rules and policies. The scorecard shall:

5a. Highlight DBH providers who demonstrate quality practice as measured through a variety of system and case-specific indicators.

5b. Highlight opportunities for provider and system improvement.

5c. Ensure information is available that will help District residents who need behavioral services to make informed choice of provider.

5d. Incorporate quality of care, compliance, business operations, and financial indicators to provide an overall view of provider service capabilities.

5e. Assess if the provider is “in good standing” with the Department of Behavioral Health.

6. **Procedures.**

6a. Technical Specifications. OA shall issue the technical specifications document accessible via the DBH website.

6b. Areas of Measurement. The Provider Scorecard comprises two scored sections - Quality and Financial.

(1) Overall annual quality<sup>1</sup> of behavioral health service provision: Measured using DBH regulations, policies, practice guidelines, and general standards of care.

(2) Business operations and financial indicators:<sup>2</sup> Measured using the prior year claims audit results and compliance with specific operational requirements: development of an Operational Compliance Plan, submission of required financial statements, screening for third-party liability and required staff exclusion checks.

6c. Provider notification.

(1) Providers shall be notified of the dates associated with collecting data and data analysis associated with the Scorecard.

(2) Different portions of the Scorecard data collection may be performed at different times (e.g., claims audit results will typically be from the fiscal year prior to the date of the Scorecard, and the results will have been finalized prior to the compilation of the Scorecard while Quality Review scores will be from the current year).

6d. Samples. Samples for review shall be determined based on the census of each program under review. If site visits are necessary to complete consumer/client-level data collection, providers may be provided with a proposed sample for the DBH review at least a week prior to the scheduled visit.

6e. Preliminary Results. OA will notify providers of the preliminary results of data collection, and will allow providers the opportunity to respond to correct mistakes and challenge interpretations within ten (10) business days.

(1) In the case of documents found to be missing during review, the OA will inform providers of documents not found while on-site at the provider, and will give the provider the opportunity to produce those documents while reviewers are on-site.

(2) In the case of data collected through other DBH processes (e.g., claims audits<sup>3</sup>), the response mechanisms built into those processes will provide the opportunity for response within ten (10) business days (see 6e above).

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<sup>1</sup> This detailed process reviews essential clinical documentation from a proportional random sample of consumer/client clinical records at each provider. The review consists of 35 indicators from six practice domains. A points' deduction system is used to score each indicator.

<sup>2</sup> This section focuses on measuring compliance and program integrity.

<sup>3</sup>DBH Claims Audit, [911.1 TL-301](#) [PDF], dated October 3, 2016

7. **Results.** DBH shall use the results of the Provider Scorecard to provide specific remedies to providers whose scores are consistently below the “acceptable” level. Providers will be notified of their final Scorecard score prior to publication. Providers being evaluated on the Scorecard for the first time shall not have their “pilot year” scores published.

7a. Providers who score “One Star” or “No Stars Earned” on their Scorecard (including those receiving a pilot Scorecard) for the first time will be issued a Statement of Deficiencies which requires a Corrective Action Plan. In addition, DBH will make technical assistance available to the provider to assist them in fulfilling their Corrective Action Plan.

7b. Providers who score “One Star” or “No Stars Earned” on their Scorecard for two years in a row will be issued a Statement of Deficiencies requiring a Corrective Action Plan. In addition, these providers may be subject to non-renewal of their Human Care Agreement and decertification under the applicable certification regulations.

7c. The Department will undertake decertification of providers who score “One Star” or “No Stars Earned” on their Scorecard for three years in a row.

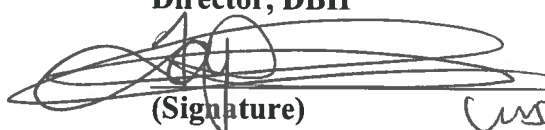
7d. The Department will undertake decertification of providers who score “One Star” or “No Stars Earned” on their Scorecard for three out of five years.

8. **Publication.** The Provider Scorecard shall be published on the DBH website: [www.dbh.dc.gov](http://www.dbh.dc.gov).

9. **Inquiries.** Any questions regarding this policy may be addressed to the DBH Deputy Director, Office of Accountability.

**Approved By:**

**Tanya Royster, MD**  
**Director, DBH**

  
(Signature)

11/21/2016  
CWD (Date)