

AMHD PRIORITIES & SUPPORTING STRATEGIES
Business Practices

Priority Statement: Develop and implement fiscally sound and accountable business practices that maximize funding, pay providers promptly, and provide cost-effective services that promote the recovery-based system of care.

2008						
GOAL	ACTION	ET LEAD	RESPONSIBLE FOR ACTION	EXPECTED OUTCOME	BENCHMARKS	COMPLETION DATE
Strategic Theme: PROVIDER SUPPORT						
1.1 Develop and implement a timely communication system to keep providers updated on revenue and business compliance issues, processes and requirements. Continue to obtain input from providers relating to reimbursement methodologies and processes, and provide feedback in a routine, standard manner, i.e. provider reports and updates.	1.1.1 Provide training for POS providers on how to bill AMHD for services. (Coordinate with Information Management)	B. Higgins	D. Mendiola	Increased provider knowledge and satisfaction		9/30/08
	1.1.2 Increase training on Medicaid/Quest eligibility processes and billing processes. (Coordinate with Information Management)	B. Higgins	Raquel	Increased Revenue		3/31/08
	1.1.3 Conduct inventory of services that each POS provider is contracted <u>by island</u> . (Coordinate with Collaborative Relationships)	B. Higgins	Enid	Increased provider knowledge better coordination of services		3/31/08
	1.1.4 Ensure more proactive and timely communications with providers.	D. Mendiola	D. Mendiola	Improved information sharing		6/30/08

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Strategic Theme: CLAIMS PAYMENT						
1.2 Ensure timely payments to providers in the most efficient, cost-effective manner while utilizing best business practices.	1.2.1 Review and monitor claims payment process to ensure timely payment.	B. Higgins	Brian/Amy	Increased Provider Satisfaction	Provider paid within 30 days	ONGOING
	1.2.2 Establish a well-defined process for claims appeals. (Coordinate with Information Management)	B. Higgins	Brian/Amy	Increased provider satisfaction		4/30/08
	1.2.3 Improve encumbrance procedures.	B. Higgins	Brian/Amy	More timely payments to providers		2/2908
	1.2.4 Define key measures of effectiveness in this strategic area. (Coordinate with Performance Excellence)	B. Higgins	Brian/Amy	Increased ability to identify efficiency		3/31/08
Strategic Theme: RATES/FUNDING						
1.3 Maximize reimbursement for State operated services. Develop and routinely review reimbursement methodologies for Purchase of Service Providers.	1.3.1 Increase reimbursement from state-operated services by 25% from previous year.	B. Higgins	Raquel	Increased Revenue		12/31/08
	1.3.2 Review and seek revision to the administrative rules regarding HSH daily rates.	B. Higgins	Brian/Bill E.	Increased Revenue		12/31/08
	1.3.3 Conduct a comparative review of DOH Division's rates, staff	B. Higgins	Brian	More consistency with all DOH contracted		12/31/08

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	requirements and operational systems.			providers		
	1.3.4 Review MRO reimbursement services to determine if a fee revision is indicated.	B. Higgins	Brian/Raquel	Increased Revenue		6/30/08
Strategic Theme: CONTRACTING						
1.4 Proactively develop contracts in a timely manner to include input from all stakeholders. Implement a systematic approach to contract renegotiation and renewals.	1.4.1 Develop SOPs for RFIs and RFPs for <u>internal staff</u> .	B. Higgins	Dawn/Enid	Increased efficiency and timeliness		02/28/08
	1.4.2 Develop systematic and timely process for contracting.	B. Higgins	Dawn/Enid	Increased efficiency and timeliness		01/31/08
	1.4.3 Determine contract requirements for similar services offered by DDD, ADAD, and CAMHD.	B. Higgins	Dawn/Brian	More consistency with all DOH contracted providers		09/30/08
Strategic Theme: OPERATIONAL PROCESSES						
1.5 Ensure systemic infrastructure that allows for the review and analysis of operational business processes as needed on an ongoing basis, i.e.,	1.5.1 Develop accountability report for all Center Managers that shows budget vs. expenditures for large expenditures.	B. Higgins	Brian/Amy	Increased ability to utilize resources to meet programmatic needs		06/30/08

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implementation of corporate compliance plan, internal/external funding and reimbursement reports.	1.5.2 Streamline purchase order process.	B. Higgins	Brian	Increased efficiency and timeliness of payments		12/31/08