

"Desired Qualities of Managing Entities"
(taken from paper distributed by DCF 6/30/05)

Managing Entities utilized by DCF will:

1. Establish efficient and community based, organized systems of care that are highly responsive to DCF clients.
2. Maintain transparency in all their dealings and hold the best interests of consumers paramount. They will achieve this goal, in part, by self regulation with built in checks and balances to achieve these ends.
3. Involve a wide range of significant community stakeholders in their governance.
4. Intimately involve consumers and families in the formal governance and oversight of ME operations.
5. Make it easier for consumers to navigate the SAMH system, using consumer/ peer coaches as an aid navigation.
6. Institute administrative and service efficiencies through use of cost effective practices that will maximize investment of DCF funds for the direct benefit of consumers.
7. Add value by using outcome data to improve services and by improving service coordination across service levels, providers, and systems.
8. Establish an impartial and aggressive corrective action system to ensure quality of care, client safety and dignity.
9. Provide for continuity of care by building linkages and interlocking provider networks with Medicaid HMOs and Prepaid plan provider networks, and through other creative mechanisms. MEs will monitor for inappropriate cost shifting.
10. Work in partnership with DCF to add more cost effective services and discontinue less effective services so that service continuums can better meet the changing needs of communities, the needs and preferences of persons receiving services, and conform to research findings.

DCF will use the same or similar standards/ requirements as AHCA for MEs whenever possible.