



Managed Mental Health Care Organization for Coos, Curry, Jackson, Josephine, and Klamath Counties  
550 N.E E St Grants Pass, Oregon 97526 • Phone: 541-955-9565 • Fax: 541-955-8290

---

# TPA's and Vendors Delegation and Oversight Policy and Procedures

---

Approval Date: [Board Approved; February 22, 2010](#)  
[State Approved:](#)

---

Revision History:

---

## I. POLICY DESCRIPTION

Jefferson Behavioral Health (JBH) delegates certain administrative functions to Third Party Administrators (TPA) and Vendors. JBH will monitor and oversee services being provided by a TPA or Vendor to ensure that contractual obligations are being met and when necessary present corrective actions plans. JBH and its vendors and TPA's will be responsible for reducing the risk of Fraud, Waste and Abuse as specified in the JBH Fraud, Waste and Abuse Policy.

This policy will be an attachment to JBH's contract with its TPA's and Vendors.

## II. APPLICABILITY

For the purposes of this policy, the term Jefferson Behavioral Health (JBH) includes the Jefferson Behavioral Health staff and its authorized representatives. JBH shall follow this policy as it applies to the OHP mental health services governed by the OHP Mental Health Organization Contract between the State of Oregon and JBH. Contractors and subcontractors follow this policy to the extent that it applies to the mental health services that they provide to JBH Members. The responsibilities outlined in this policy shall also include, but not be limited to, the Local Mental Health Authorities (LMHA) in the JBH service area and any agency delegated with the responsibility for managing mental health services for JBH members in the LMHA's county.

### **III: GENERAL PROCEDURE FOR TPA DELEGATION AND OVERSIGHT**

#### **A. PhTech (TPA) – Claims Processing, Payment and Oversight**

##### **Objective**

1. To ensure timely processing of all claims
2. To ensure accurate, timely, and complete submission of encounter data.
3. To monitor and oversee the services provided by JBH's Third Party Administrator (TPA).

##### **Policy**

###### **Fee for Service Claims Processing:**

JBH, through its contracted TPA, shall process claims submitted for payment from any source:

- Within the time frames specified by the MHO Agreement
- In accordance with applicable Federal and State laws and regulations
- Following standard banking and accounting procedures for fund transfer, disbursement, and reconciliation

###### **Claims Encountering:**

JBH, through its contracted TPA, shall process Fee for Service (FFS) and capitated claims:

- Within the time frames specified by the MHO Agreement
- In accordance with applicable Federal and State laws and regulations
- Working in concert with JBH contracted providers, county partners, other TPA vendors

###### **Delegated Services provided by PH Tech**

Payment of Medical Claims as defined in Attachment A- Scope of work in Ph Tech contract.

##### **Procedure**

JBH will conduct monthly meetings with TPA to review and monitor their work.

JBH will randomly audit TPA's FFS payments, refunds, denials, and encounter data submissions. Such audits will be conducted on a two year cycle and represent a valid sample of services provided to JBH members from all five counties.

JBH will review the TPA's quality management and quality assurance processes prior to contract renewal. Changes to policies will be sent to JBH for review as they occur. TPA will share results of SAS 70 and other audit reports with JBH along with associated action plans.

- Sub-capitated entities will reconcile capitated claims they have sent to the TPA with the response file received from the TPA.
- The TPA will reconcile capitated claims received from sub-capitated entities with data transmitted to and received by the state.

## **B. Tekmanagement (Vendor) – Computer System Maintenance**

### **Policy**

Vendor will monitor and maintain JBH computer systems by providing routine maintenance, support, security updates and upgrades to servers and PC's whenever necessary.

### **Delegated Services Provided by Tekmanagement**

MIS activities as defined in Attachment A- scope of work in Tekmanagement Contract

### **Procedure**

JBH will conduct quarterly meetings with Vendor to review system integrity and identify any issues that need correcting.

Vendor will conduct routine tests on backup systems to ensure that file restorations are successful. Test results will be repo