

Big Bend Community Based Care Policy & Procedure

Series: 1000: Network Administration

Policy Name: Legal Authorization to Operate

Policy Number: 1000

Origination Date: 3/28/2009

Revised: Board Meeting of 12/13/2018

Referenced Documents:

1000-1000 x 1, BBCBC Bylaws

1000-1000 x 2, BBCBC Articles of Incorporation

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to operate as a not-for-profit organization under the statutory authority and laws of the State of Florida.

Procedure

A. BBCBC Corporate.

1. BBCBC business will be conducted in accordance with the laws of the State of Florida, the corporation's Articles of Incorporation, Bylaws of the Corporation, Board policies and generally accepted business practices.
2. BBCBC policies should not be construed as superseding, overriding, in conflict with, or being contrary to any law, rule, or federal and state policy.
3. The intent of BBCBC policies is to clarify law, rule, and federal and state policy and to provide instruction and guidance to staff concerning practices unique to BBCBC operations.
4. BBCBC will file the appropriate legal documents with the State of Florida to maintain its tax exempt status as a 501(c)(3) organization.
5. It is the responsibility of the BBCBC Chief Executive Officer (CEO) to maintain and report status and changes to the BBCBC Board of Directors regarding regulatory, licensing, and insurance requirements necessary for the legal operation of BBCBC.
6. **Emergency Succession Plan.** If the CEO cannot carry out his/her duties, the Chief Operations Officer (COO) shall act in the capacity of the CEO. If neither the CEO nor COO can carry out his/her duties, the Board President shall act in the capacity of the CEO. In either case, the succession plan is temporary until the Board of Directors can take appropriate action to fill the CEO position.

B. BBCBC Network.

1. As the Florida Department of Children and Families' designated lead agency for child welfare services in Florida Circuits 2 and 14 and the Managing Entity for substance abuse and mental health services for Circuits 1, 2, 14 and Madison and Taylor Counties, BBCBC will ensure:
 - a. Services provided through the BBCBC network of contracted provider agencies are defined in writing.
 - b. Written agreements regarding services to be provided by specific agencies and community partners are established through the appropriate contracting or Memorandum of Understanding (MOU) methodologies.

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- c. Services are structured to readily adapt to changes in the service environment and the needs of the clients served to achieve desired outcomes.
2. The BBCBC network of providers will be structured to include the unique contributions and goals of each provider agency and allow for the reconciliation of each member's ethical and mission-driven interests. Network functions will include:
 - a. Processes to ensure ease of entry into the system of care.
 - b. Agreed upon expectations regarding performance outcomes for the system of care.
 - c. Uniform utilization protocols.
 - d. Management of network operations and participant information, including key costs, performance measures, outcome measures, and stakeholder satisfaction data.
3. The BBCBC network of providers will establish and use an effective communication system that:
 - a. Provides all parties with information needed to operate effectively.
 - b. Facilitates clear understanding of mutual expectations.
 - c. Describes the processes for conflict resolution, including conflicts of interest among contracted providers and community partners.
4. BBCBC will maintain a formal process for provider and community partners to express and resolve complaints and grievances, including:
 - a. Denial or termination;
 - b. Decisions not to contract with providers;
 - c. Decisions to abrogate contracts with providers;
 - d. Referral and utilization practices; and
 - e. Payment.