

# Big Bend Community Based Care Policy and Procedure

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**Series:** 700: Provider Network and Licensing

**Policy Name:** Contract File Management

**Policy Number:** 716

**Origination Date:** 8/12/2009 **Revised:** Board Meeting of 12/13/2018

**Referenced Document:**

700-716 x 1, Contract Chart Audit Checklists

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## Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to maintain a contract management file that is the official file of record for BBCBC's subcontracted child welfare services. It is essential to the management of contractual services that there is a uniform record keeping system for all correspondence relating to contracted services. This includes procedures for collecting contractually required documentation from Service Providers, documenting and filing information as well as maintaining and reviewing contract files.

## Procedure

- A.** BBCBC shall maintain contract files according to established procedures and with due regard for standards of best practice. In order to meet these goals, BBCBC has adopted the following procedures:
- 1. Contract File.**
    - a.** Every contract will be supported by a contract file containing documentation supporting all phases of contract activity. All pertinent information relating to the contract shall be maintained in the contract file.
    - b.** Each of the agencies with whom BBCBC subcontracts shall have its own file containing one reports folder and one (1) or more contract-specific folders. The reports folder contains general documentation required by the Standard Subcontract, such as the agency's proof of insurance coverage and Quality Assurance Plan. In addition to the reports folder, each agency will have one (1) contract-specific folder for each subcontract they have with BBCBC. The contract-specific folder contains documentation specific to that particular contract, such as the Standard Subcontract, Attachment I, and invoices. Folders shall contain specific information as outlined in the Chart Audit Checklist (attached).
    - c.** The files shall be maintained for a minimum of seven (7) years following termination of a contract, or pursuant to applicable law. If an audit has been initiated and audit findings have not been resolved at the end of seven (7) years, the records must be retained until resolution of the audit.

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- d. Contract files shall be audited, minimally, twice a year by the Contract Manager to ensure necessary documentation is being properly maintained.

## **2. Collection of Contractually Required Documentation from Service Providers.**

- a. In keeping with standards of best practice, BBCBC will make every effort to collect and file contractually required documents from Service Providers in a timely manner. All items required for submission by agencies are listed in the Standard Subcontract and in the Reports section of the Attachment I.
- b. Service Providers are required to submit reports and documentation by the dates outlined in their Subcontract, unless, in rare instances, BBCBC's Contract Manager gives a written waiver or extends the deadline for a particular document. If a Service Provider fails to submit a document by the required date, the following steps will be taken:
  - i. At seven (7) days past the due date, an e-mail will be sent to the agency reminding them of the late document and requesting that the document be turned in.
  - ii. At fourteen (14) days past due, a formal letter will be sent to the contract signer informing him/her that a document is past due.
  - iii. At twenty-one (21) days past due, another formal letter will be sent to the contract signer and a copy of this letter will be given to BBCBC's Chief Operating Officer. Together with the Contract Manager, the COO will decide how to pursue collecting the needed documentation from the agency.
  - iv. Repeated failure of an agency to submit contractually required documents within appropriate timeframes will result in further action from BBCBC, up to and including formal corrective action and/or contract termination.