

Thriving Mind South Florida New Network Provider Onboarding Process

This process outlines the required steps to formally integrate a newly awarded provider into the Thriving Mind South Florida network, ensuring administrative, fiscal, and programmatic readiness after completing the Credentialing process.

Phase 1: Readiness Review (Pre-Contract Vetting)*

- **1.1. Readiness Meeting:**
 - Prior to the Readiness Meeting, provide a list of all required pre-contract documentation with a due date for submission.
 - Conduct a readiness meeting with the provider's key staff (CEO, CFO, Clinical Director, Compliance Officer).
- **1.2. Programmatic Review:**
 - Conduct a final review of the provider's service location(s) and operational setup, potentially including a facility walk-through if not completed during the pre-qualification/solicitation phase.
 - Verify all required personnel licensing and credentials for staff delivering services under the contract.
- **1.3. Fiscal Review:**
 - Conduct a final review of requested budget information and establish rates. The Fiscal Department will complete the Funding Detail and Covered Services Funding by Other Cost Accumulator (OCA) which will be sent to the provider with the pre-contracting letter.

*** If the provider has been assigned to the Thriving Mind under proviso funding, 1.1 and 1.2 may be bypassed and the provider may go straight to Phase 2: Contracting and Compliance. The Fiscal Department will complete their fiscal review to create the funding detail and Covered Services Funding by OCA.**

Phase 2: Contracting and Compliance

- **2.1. Designate Liaison:**
 - Assign a dedicated Contract Manager and a System of Care liaison to serve as the provider's primary points of contact for ongoing support.

- **2.2. Required Certifications & Disclosures:**

- Confirm receipt of all required compliance documentation, including conflict of interest disclosures (signed by the CEO/Equivalent). **IMMEDIATE ACTION:** If a related party is disclosed, proceed immediately to Step 2.3, otherwise, continue to the next step.

- **2.3. Board Review for Related Parties (Conditional)**

Mandatory Hold: If the provider discloses a related party or conflict of interest in Step 2.2, the process **MUST** be placed on hold. This mandatory hold applies specifically to related-party subcontracts that utilize Department of Children and Families/federal pass-through funds exceeding the \$65,000 threshold (in alignment with F.S. 287.017, Category Three). The Contracts and Procurement Vice President, or designee, will prepare a memorandum and presentation for the Board/Executive Committee for review and action, as required by the Thriving Mind By-Laws. The contract process cannot proceed, and the contract cannot be executed until the Board/Executive Committee has formally reviewed and acted upon the disclosure.

- **2.4. Pre-Contracting Procurement and Documentation:**

- Complete internal procurement forms and conflict checks
- Complete a final review of documentation submitted by the provider. Refer to Attachment A.

- **2.5. Contract Execution:**

- Complete final negotiation and execution of the contract (only after all prior steps, including 2.3 Board Review, are cleared).

Phase 3: Administrative Setup & Training

- **3.1. System Access Provisioning:**

- Coordinate with the provider's designated personnel to provide access to all relevant administrative, financial, and clinical data systems (e.g., Carisk, ODMS, IRAS, WITS, and PBPS).

- **3.2. Post Contract Award Meeting:**

- Hold an initial meeting with the provider's leadership to discuss and confirm understanding of all contract and policy requirements.

- **3.3. Training & Technical Assistance:**

- Coordinate and/or conduct training or technical assistance sessions on:
 - Contractual obligations and performance measures.
 - Data reporting requirements (e.g., FASAMS, other funder-specific data).
 - Billing/Invoicing procedures and payment schedules.
 - Funder-specific documentation and service authorization requirements.
 - Continuous Quality Improvement requirements and expectations based on the provider's contract. This may include sharing monitoring tools and going through what the process is during desk review and on-site review.

Phase 4: Post-Onboarding Check-in's (Initial first 90 Days)

- **4.1. Initial Performance Check:**

- The Contract Manager will check service delivery and performance data (e.g., service unit reporting, data quality) frequently in the first 90 days to identify and quickly resolve any technical or operational issues.
- If necessary, the Contract Manager may work with the Provider on an implementation plan to ensure that they are meeting outcome measures and establishing programs based on contractual requirements.

- **4.2. Initial Billing Review:**

- The Contract Manager will coordinate with the Fiscal/Finance Department, Data Performance and Technology Department and with Carisk to prioritize the review of the provider's first invoice submission to ensure proper and correct data and compliance with billing procedures.

- **4.3. Support Check-in:**

- The Contract Manager will conduct a formal check-in with the provider at the 30- and 90-day marks to address any challenges and offer additional support. Check-ins may occur as frequently and as long as is necessary to ensure that the provider is supported and successful.

Attachment A-On-boarding Document Checklist

Completed by the Provider:

- 1. Item 1 – BOD Resolution:** Board of Directors Resolution, **signed by the Chair of the Board** (or other authorized Board member), naming and authorizing a specific individual(s) to execute contracts on behalf of your agency for the current fiscal year. The Resolution must **indicate the date of the meeting** whereby the resolution was passed, the title, phone number, fax number, and e-mail address of the authorized individual(s) and a copy of the approved meeting minutes.
- 2. Item 2 – By-Laws**
- 3. Item 3 – Articles of Incorporation**
- 4. Item 4 – Conflict of Interest Policy and Procedures**
- 5. Item 5 – List of BOD Members:** Current list of Agency's Board of Directors, including individual term of office, address, phone number, and e-mail address.
- 6. Item 6 – Verification of Subcontractors Status** (*Provided by Thriving Mind*): The form must be signed by the authorized contract signer.
- 7. Item 7 – Individual Responsible Form** (*Provided by Thriving Mind*)
- 8. Item 8 – Emergency Preparedness Plan**
- 9. Item 9 – Sliding Fee Scale – Policy and Scale:** reflecting the uniform schedule of discounts referenced in 65E-14.018(4)
- 10. Item 10 – Grievance Procedure Policy, (a) Agency staff (b) Clients** **NOTE:** The Network Provider shall maintain and implement grievance procedures, which include an appeal process with South Florida Behavioral Health Network, Inc. d.b.a. Thriving Mind South Florida (“Thriving Mind”), should the grievance not be resolved at the Network Provider level, which applicants for, and recipients of, services being provided under the contract, may use to present grievances to the Network Provider, or to Thriving Mind about contracted services.
- 11. Item 11 – Whistleblower Policy (must comply with State and Federal whistleblower laws)**
- 12. Item 12- Incident Reporting Policies and Procedures**

13. Item 13 – HIPAA Policies and Procedures

14. Item 14 – List of Assisted Living Facilities, when applicable

15. Item 15 – Indigent Drug Program: Pharmacy Agreement, if applicable

16. Item 16 – Proof of current registration with SAM.gov

17. Item 17 – Debarment, Suspension, or Exclusion Statement (Form CF 1125)
(Provided by Thriving Mind): signed by authorized contract signer.

18. Item 18 – Vendor Certification Regarding Scrutinized Companies Lists *(Provided by Thriving Mind):* signed by authorized contract signer.

19. Item 19 – Notarized Affidavit of Employment Eligibility pursuant to s. 448.09, F.S
(Provided by Thriving Mind): signed by authorized contract signer.

20. Item 20 – Notarized Declaration of Good Standing and Eligibility: *(Sample language provided by Thriving Mind)*. On agency Letterhead and signed by authorized contract signer.

21. Item 21 – Employment Screening Affidavit (DCF Form PCMT-05-2021) *(Provided by Thriving Mind):* signed by authorized contract signer.

22. Item 22– Federally Qualified Health Center (FQHC) Memorandum of Understanding. For behavioral health services providers that also operate an FQHC, provide the policy and procedures that describe your integrated model with behavioral health and how individuals receiving behavioral health services are connected to the FQHC.

23. Item 23 - Program Description Form (CFMH 1045) *(Provided by Thriving Mind)*

24. Item 24 - Supplemental Program Description *(Provided by Thriving Mind)*

25. Item 25- Supplemental Program Description for Child Welfare Tailored Programs, if applicable. *(Provided by Thriving Mind)* Submit a Word version.

26. Item 26-Budget Forms *(Excel workbook provided by Thriving Mind):*

- a. Personnel Detail
- b. Operating Budget

- c. Budget Supplement
- d. Agency Capacity Report

27. Item 27-Budget Narrative

28. Item 28-Exhibit G, Covered Services Funding by OCA, (Provided by Thriving Mind)

29. Item 29- Exhibit H, Funding Detail, (Provided by Thriving Mind)

30. Item 30 - Licenses (when applicable), Accreditations (when applicable), and Insurances

Licenses: Department of Children and Families (DCF), licensed and/or Agency for Health Care Administration (AHCA)

Accreditation: Green Apple Accreditation of Children's Services, Commission on Accreditation of Rehabilitation Facilities (CARF), Council on Accreditation (COA), Joint Commission, International Center for Clubhouse Development (ICCD), or Council on Accreditation of Peer Recovery Support Services (CAPRSS) are accepted.

Insurance: (general liability, cyber, medical, automobile, professional, data security, etc.). The policies shall name Thriving Mind South Florida, Inc. and the Florida Department of Children and Families as additional insured. If the Network Provider is an agency or subdivision of the State, this obligation shall be subject to the limitations of Section 768.28, F.S., or other applicable law.

The insurance policy of the Network Provider, and any subcontractor, at all tiers, shall be provided by insurers licensed or eligible to do and that are doing business in the State of Florida. Each insurer must have a minimum rating of "A" by A. M. Best or an equivalent rating by a similar insurance rating firm.

31. Item 31 - PUR 1355: Provider must complete and sign the state procurement attestations.

PUR 1355 (F.S. 287.138): Foreign Countries of Concern Attestation. Required for contracts that grant access to Personal Identifying Information (PHI).

32. Item 32 - PUR1808: Provider must complete and sign the state procurement attestations.

PUR 1808 (F.S. 908.111): Common Carrier or Contracted Carrier Attestation. Required to certify compliance with state laws regarding unauthorized alien

transportation.

33. Civil Rights Certificate (CF707) – Provider must complete and sign the certificate,
(Provided by Thriving Mind)

34. Civil Rights Checklist (CF946) – Provider must complete and sign the checklist,
(Provided by Thriving Mind)

Thriving Mind South Florida reserves the right to request additional documents