

SUD BHS Corrective Action Plan Protocol

1. CO sends out the licensing/certification tool to the provider, **PC**, CO Designee and designated VO staff.
2. The CO Designee will update the CAP log with the providers who are required to submit a CAP.
3. The provider submits their CAP to CO within 30 days of receipt of their site visit report.
4. When a CAP is received from a provider, CO Designee will log the CAP received date on the CAP log and forward the CAP to the assigned **PC**.
 - a. If the CAP is not received within the 30 days, the **PC** makes a courtesy contact to the provider and establishes a 2 week deadline to submit the CAP.
 - b. If the CAP is not received the **PC** will draft a Notice of Action to revoke and send it to CSC. CSC will review the letter and CO will send the official notification to the program, copying the **PC** and VO.
5. The **PC** will review the CAP for completeness. Completeness includes inclusion of all Standards needing a CAP, the corrective action to be taken for each of those Standards, the implementation date for the corrections, and how the provider will maintain the corrections.
 - a. If the CAP is not complete, the **PC** will notify the provider by email. The notification will include a deadline for resubmission of the CAP and instruction to send the revised/updated CAP directly to the **PC**. The **PC** must forward the completed CAP to CO to be saved in the program file. The provider will be instructed to submit the corrected CAP directly to the **PC**.
 - b. If the revised CAP is not received within the deadline set, the **PC** will draft a Notice of Action to revoke letter and send it to the CSC. The CSC will review the letter and send the official notification to the program, copying the **PC** and VO.
6. The **PC** will use the CAP Feedback Form to document **ALL** communication and contact with the provider and verification of implementation of the CAP. The **PC** may verify implementation by requesting policies, forms, or conducting an onsite review.
7. The **PC** will email the completed Feedback Form to the CO Designee within the 90 day implementation deadline. In the email and on the feedback form the **PC** will indicate the CAP has been completed and implemented. The feedback form should be saved using the file format of ProgNameLocCapFeedbackForm100312 or if no locations or if too long, ProgNameCapFBForm100312. The date the Feedback Form is received in CO will be logged on the CAP log by the CO Designee. The CO Designee will send the **PC**'s email to CO to complete (a.)
 - a. If the corrections are complete, CO will send a letter of completion (copying the **PC** and VO) to the provider.
 - b. If the corrections are not implemented within the 90 day time frame, the **PC** will draft a Notice of Action to revoke and send it to the CSC. The CSC will review the letter and CO will send the official notification to the program, copying the **PC** and VO.