

**State of Alaska, Department of Health and Social Services  
Division of Behavioral Health  
Grants & Contracts Support Team  
P.O. Box 110650, Juneau, AK 99811-0650**

**ADULT INDIVIDUALIZED SERVICES PROGRAM  
PROVIDER AGREEMENT**

\_\_\_\_\_, (Provider) enters into a Provider Agreement with the State of Alaska, Department of Health & Social Services (DHSS) Division of Behavioral Health (DBH) for the purpose of providing community-based services to Adults experiencing Serious Mental Illness (SMI) and/or Substance Use Disorder (SUD). There are three categories of services under this Agreement.

**Category A: Individualized Services** are community-based services for adults who are at risk for institutionalization or residential care. The intent of these services is to maintain individuals in the community by assisting them in functioning as independently as possible.

**Category B: Permanent Supportive Housing (PSH)** Services are community-based housing, services and supports necessary to assist individuals with living independently in the community in the least restrictive environment possible. The targeted population are adults participating in the HUD Section 811 Program.

**Category C: Supported Employment (SE)** Services are for adults for whom competitive employment has not occurred or has been interrupted or intermittent as a result of a significant disability. The intent of these SE services and supports is to assist individuals in obtaining and maintaining competitive employment in an integrated work setting.

By entering into this Provider Agreement, the Provider agrees to the following, including all applicable provisions of the following Appendices:

**APPENDICES:**

- A. 7 AAC 81, Grant Services for Individuals, Revised 6/23/06
- B. 7 AAC 135.010-990 Behavioral Health Services Integrated Regulations, Revised 11/10/19
- C. Privacy and Security Procedures for Providers
- D. Resolution for Alaska Native Entities

**ATTACHMENTS**

- 1. Services and Rates for Individualized Services
- 2. Services and Rates for PSH Services
- 3. Services and Rates for SE Services

<sup>1</sup> "Alaska Native entity" means an Alaska Native organization that the Secretary of the Interior acknowledges to exist as an Indian tribe through the Federally Recognized Indian Tribe List Act of 1994, 25 U.S.C. 479a.

## I. PROVIDER ELIGIBILITY

The Provider agrees to the provisions of 7 AAC 81, Grant Services for Individuals (Appendix A), as well as all other applicable state and federal law; and declares and represents that it meets the eligibility requirements for a Service Provider for this Agreement. With the signed Agreement, the Provider must submit the following documentation:

- A. Proof of a Federal Tax ID Number;
- B. A current State of Alaska Business License;
- C. Alaska Native entities<sup>1</sup> entering into a Provider Agreement with DHSS must provide a waiver of immunity from suit for claims arising out of activities of the Provider related to this Agreement using Appendix D;
- D. Provider is a Division of Behavioral Health (DBH) treatment grantee with Departmental Approval who offers community behavioral health services to adults, as recognized by DHSS;
- E. Certificates of Insurance per Section IX (B) of this Provider Agreement;
- F. Provider Pay Vendor Number for payment through IRIS.

By submission for the signed Agreement, the Provider further agrees that they will comply with the following:

- A. The provisions of Appendix C, Privacy & Security Procedures;
- B. Facilities utilized for delivery of services meet current fire codes, safety and ADA standards and are located where clients of the program services have reasonable and safe access;
- C. During the effective period of this Agreement, the provider agrees to keep current any and all licenses, certifications and credentials required of the provider agency, staff and facility to qualify for providing services to DHSS clients through this Agreement and to keep current the necessary documentation on file with DHSS to demonstrate compliance.

## II. DESCRIPTION OF SERVICES

The Provider will deliver goods and services not otherwise available through Division of Behavioral Health (DBH) general grants or services included in the Appendix B Integrated Regulations to adults who meet eligibility criteria. A complete and current list of approved services and rates are provided in Attachments 1, 2 and 3. NOTE: It is the Provider's responsibility to understand and follow these published rates and individual spending limits.

Adult Individualized Services Program (AISP) services are specific to the needs of an eligible client as documented in an individualized treatment plan as required under 7 AAC 81.040(a) and reflected in AKAIMS. **The Provider may not request AISP payment for services under this section if the Provider has a grant under 7 AAC 78 to provide the same service (7 AAC 81.040(b)).**

**The maximum amount billable per client per fiscal year is \$7,500 even if the client accesses services under more than one category of service.** DBH may make exception to the maximum per client limit based on the client's service needs. Before claims for a client are authorized to exceed this maximum amount, it is the Provider's responsibility to contact DBH Program staff to request a waiver of the limit. The Provider agency will be required to supply clinical documentation

supporting the request. The decision of DBH on the waiver will be final.

### III. CLIENT ELIGIBILITY

Client eligibility for AISP services must be determined and documented each State fiscal year (July 1 –June 30). Services funded under this Agreement must be included in the client’s current treatment plan and cannot extend into the next State fiscal year.

Client eligibility as defined below for each service Category A, B, or C must be documented in AKAIMS under an AISP Miscellaneous note - “Client Verification of Eligibility” and must address the listed criteria and be signed by the Directing Clinician. For each category an “AISP Miscellaneous” note must be completed. Failure to document client eligibility prior to submitting claims may result in denied AISP claims.

#### **Category A: Individualized Services**

In order to meet eligibility, the client must be enrolled with a Community Behavioral Health Services Provider and meet criteria below:

1. Client meets the definition of an adult with Serious Mental Illness (SMI) or Substance Use Disorder (SUD) 7 AAC 160.990.
2. Client is at risk of institutional or residential care due to any ONE of the following:
  - a. Psychiatric instability related to mental illness or behavioral instability related to substance use
  - b. Housing instability or homelessness
  - c. Medical instability
  - d. Incarceration within the previous 12 months
  - e. Current residence in an assisted living facility

#### **Category B: Permanent Supportive Housing Services**

In order to meet eligibility, the client must be enrolled with a Community Behavioral Health Services Provider and meet criteria noted below:

1. Client meets the definition of an adult with Serious Mental Illness (SMI) and/or Substance Use Disorder (SUD) 7 AAC 160.990.
2. Client is currently participating in the HUD Section 811 program.

In addition, the Provider must a) have the organizational capacity to provide a full range of permanent supportive housing services to the client **and** b) have one or more staff that has at minimum some basic training and/or experience providing permanent supportive housing services.

#### **Category C: Supported Employment Services**

In order to meet eligibility, the client must be enrolled with a Community Behavioral Health Services Provider and meet the criteria below:

1. Client meets the definition of an adult with Serious Mental Illness (SMI) or Substance Use Disorder (SUD) 7 AAC 160.990.
2. Client demonstrates a history of an inability to obtain or maintain competitive employment as

a result of their disability.

In addition, the Provider must a) have the organizational capacity to provide a full range of supported employment services to the client **and** b) have one or more staff that has at minimum some basic training and/or experience providing supported employment services.

#### IV. BILLING

DHSS is the payer of last resort. Eligible grantee providers must only use funds from this Provider Agreement to pay for services not covered by any third party payers. Clients with a primary payer source such as private insurance or Medicaid are eligible to be enrolled in the services described in this Agreement if they meet the client eligibility requirements and the requested services are not covered by the primary payer. If DHSS pays for a service, and a primary payment source subsequently submits payment for the same service, the Provider shall return the DHSS payment to the Department.

Except when good cause for delay is shown, DHSS will not pay for services unless the Provider submits a claim within 30 days of the date the service was provided. DHSS is the payer of last resort; therefore determination of payment by a primary payer source (private insurance, Medicaid, etc.) constitutes good cause for delay.

Endorsement of a DHSS payment warrant constitutes certification that the claim for which the warrant was issued was true and accurate, unless written notice of an error is sent by the Provider to DHSS within 30 days after the date that the warrant is cashed.

Providers must submit claims electronically via AKAIMS. Refer to Section VI of this agreement for explicit instructions about the submission of confidential or other sensitive information. Providers will be responsible for using appropriate safeguards to maintain and ensure the confidentiality, privacy, and security of information transmitted to DHSS until such information is received by DHSS.

#### **Applicable to this Provider Agreement only:**

1. Each AISP client must be enrolled in the AKAIMS Contract Management for Adults. Services must be supported by an assessment and treatment plan consistent with the Integrated Regulations and on file at the agency, which will be supplied to DBH upon request.
2. Once the individual payment dollar cap (\$7500.00) has been met, the Provider will be prohibited from submitting any further claims. A Provider may be allowed to exceed the maximum dollar amount ascribed for each participant on a case-by-case basis if the service requested is a recognized AISP service, the Provider submits justification for such action to the DBH program manager, and the request is approved by the DBH program manager.
3. A separate AISP encounter note for each service/item must be entered in AKAIMS after the service has been provided or the item has been purchased, and before reimbursement is requested. The same service provided over multiple dates, such as transportation or respite, may be entered in a single encounter note which should include dates of service and other pertinent information.

4. Items purchased shall be described in enough detail to ensure the appropriate procedure code was selected, verified by a receipt of purchase, the store/agency/individual it was purchased from, date, and total amount of claim. Failure to complete required portions in AKAIMS may result in a denied claim. A denied claim may be resubmitted with proper documentation.
5. Eligible grantee providers must only use funds from this Individualized Service Agreement to pay for items on the list of approved procedure codes on Attachments 1, 2 and 3. Under 7 AAC 81, AISP funds cannot be used to purchase services that are covered under a grant.
6. Payments are made as reimbursements of expenditures, and billing should occur after services or items are purchased. The department will make AISP payments once a month. Typically adjudications are between the 1<sup>st</sup> or 5<sup>th</sup> day of each month, with payments following these actions.
7. DBH staff will conduct AISP reviews to confirm compliance with this Provider Agreement. Documents to be reviewed will include agency claims, clinical documentation to establish eligibility, and receipts of purchases. Reviews may be on-site or off-site. The Provider will be required to provide specific documentation to DBH staff reviewing AISP payments. Purchases/services which are not substantiated by required documentation can be recovered by the Department.

## V. SUBCONTRACTS

Subcontracts are not allowed under the terms of this Provider Agreement.

## VI. CONFIDENTIALITY AND SECURITY OF CLIENT INFORMATION

The Provider will ensure compliance with the Health Insurance Portability & Accountability Act of 1996 (HIPAA), the Health Information Technology for Economical and Clinical Health Act of 2009 (HITECH), and 45 C.F.R. 160 and 164, if applicable, and other federal and state requirements for the privacy and security of protected health information the Provider receives, maintains, or transmits, whether in electronic or paper format. Client information is confidential and cannot be released without the HIPAA-compliant written authorization of the client and DHSS, except as permitted by other state or federal law.

By entering into this Agreement the Provider acknowledges and agrees to comply with the Privacy and Security Procedures for Providers as set forth in Appendix C to this Agreement.

### **Confidential Reporting Instructions**

Before transmitting personally identifiable client information reported under the terms of this Agreement, the Provider must call or email the DHSS Program Contact. To protect confidentiality, the Provider must first establish the mechanism for a secure electronic file transfer. Or the Provider may fax the information to the Program Coordinator, after clearly identifying it as confidential on the cover page of the fax transmission. Alternatively, the Provider may submit hard copy information in a sealed envelope, stamped “confidential” placed inside another envelope. This information must be sent by certified, registered or express mail, or by courier service, with a requested return receipt to verify that it was received by the appropriate individual or office.

DHSS has also adopted a platform called Direct Secure Messaging (DSM), which meets HIPAA requirements for data encryption. Do not, under any circumstances, send Electronically Protected Health Information (EPHI) or other sensitive data in email. In order to transfer these files in a HIPAA-compliant manner through email, the provider must use DSM. Additionally, DSM must be used only for the transfer of EPHI or other sensitive data, and not for other communications. Please review the FAQs about DSM at this link: <http://dhss.alaska.gov/hit/pages/direct-secure-messaging.aspx> and information concerning the Alaska Personal Information Protection Act at <http://www.law.state.ak.us/departments/civil/consumer/4548.html>

## VII. REPORTING AND EVALUATION

The Provider agrees to comply with 7 AAC 81.120, Confidentiality and 7 AAC 81.150, Reports, and other applicable state or federal law regarding the submission of information, including the provisions of Section VI of this Agreement. The Provider agrees to submit any reporting information required under this Agreement and to make available information deemed necessary by DHSS to evaluate the efficacy of service delivery or compliance with applicable state or federal statutes or regulations.

The Provider agrees to provide state officials and their representatives access to facilities, systems, books and records, for the purpose of monitoring compliance with this Agreement and evaluating services provided under this Agreement.

On-site Quality Assurance Reviews may be conducted by DHSS staff to ensure compliance with service protocols. The Provider will ensure that DHSS staff has access to program files for the purposes of follow-up, quality assurance monitoring and fiscal administration of the program.

## VIII. RECORD RETENTION

The Provider will retain financial, administrative, and confidential client records in accordance with 7 AAC 81.180 and with Appendix C to this Agreement. Upon request, the Provider agrees to provide copies of the Provider's records created under this Agreement to the Department of Health and Social Services, under the health oversight agency exception of HIPAA. The Provider will seek approval and instruction from DHSS before destroying those records in a manner approved by DHSS. In the event a Provider organization or business closes or ceases to exist as a Provider, the Provider must notify DHSS in a manner in compliance with 7 AAC 81.185 and Appendix C to this Agreement.

## IX. ADMINISTRATIVE POLICIES

- A. The Provider must have established written administrative policies and apply these policies consistently in the administration of the Provider Agreement without regard to the source of the money used for the purposes to which the policies relate. These policies include: employee salaries, and overtime, employee leave, employee relocation costs, use of consultants and consultant fees, training, criminal background checks, if necessary for the protection of vulnerable or dependent recipients of services, and conflicts of interest, as well as the following:

1. Compliance with OSHA regulations requiring protection of employees from blood borne pathogens and that the Alaska Department of Labor must be contacted directly with any questions;
  2. Compliance with AS 47.05.300-390 and 7 AAC 10.900-990. Compliance includes ensuring that each individual associated with the provider in a manner described under 7 AAC 10.900(b) has a valid criminal history check from the Department of Health and Social Services, Division of Health Care Services, Background Check Program (“BCP”) before employment or other service unless a provisional valid criminal history check has been granted under 7 AAC 10.920 or a variance has been granted under 7 AAC 10.935. For specific information about how to apply for and receive a valid criminal history check please visit <http://dhss.alaska.gov/dhcs/Pages/cl/bgcheck/default.aspx> or call (907) 334-4475 or (888) 362-4228 (intra-state toll free);
  3. Compliance with AS 47.17, Child Protection, and AS 47.24.010, Reports of Harm, including notification to employees of their responsibilities under those sections to report harm to children and vulnerable adults;
  4. If providing residential and/or critical care services to clients of DHSS, the Provider shall have an emergency response and recovery plan, providing for safe evacuation, housing and continuing services in the event of flood, fire, earthquake, severe weather, prolonged loss of utilities, or other emergency that presents a threat to the health, life or safety of clients in their care.
- B. Without limiting the provider’s indemnification, it is agreed that the Provider shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the Provider’s policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits. Certificates of Insurance must be furnished to DHSS with the signed Provider Agreement prior to beginning work and must provide for a notice of cancellation, non-renewal, or material change of conditions in accordance with policy provisions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this agreement and shall be grounds for termination of the Provider’s services. All insurance policies shall comply with and be issued by insurers licensed to transact the business of insurance under AS 21.
1. Worker’s Compensation Insurance: The Provider shall provide and maintain, for all employees engaged in work under this agreement, coverage as required by AS 23.30.045, and; where applicable, any other statutory obligations including but not limited to Federal U.S.L. & H. and Jones Act requirements. The policy must waive subrogation against the State.
  2. Commercial General Liability Insurance: Covering all business premises and operations used by the Provider in the performance of services under this Agreement with minimum coverage limits of \$300,000 combined single limit per claim.
  3. Commercial General Automobile Liability Insurance: Covering all vehicles used by the Provider in the performance of services under this Agreement with minimum coverage limits of \$300,000 combined single limit per claim.
  4. Professional Liability Insurance: Covering all errors, omissions, or negligent acts in the performance of professional services under this Agreement. This insurance is required for all Providers of clinical or residential services, or for any other Provider for whom a

mistake in judgment, information, or procedures may affect the welfare of clients served under the Provider Agreement. Limits required per the following schedule:

Agreement Amount	Minimum Required Limits
Under \$100,000	\$300,000 per Claim / Annual Aggregate
\$100,000 - \$499,999	\$500,000 per Claim / Annual Aggregate
\$500,000 - \$999,999	\$1,000,000 per Claim / Annual Aggregate
\$1,000,000 or over	Refer to State of Alaska Risk Management

## X. EQUAL EMPLOYMENT OPPORTUNITY

The Provider shall adhere to Alaska State Statutes regarding equal employment opportunities for all persons without regard to race, religion, color, national origin, age, physical or mental disability, gender or any other condition or status described in AS 18.80.220(a)(1) and 7 AAC 81.100. Notice to this effect must be conspicuously posted and made available to employees or applicants for employment at each location that services are provided under this Provider Agreement; and sent to each labor union with which the provider has a collective bargaining agreement. The Provider must include the requirements for equal opportunity employment for contracts and subcontracts paid in whole or in part with funds earned through this Agreement. Further, the Provider shall comply with federal and state statutes and regulations relating to the prevention of discriminatory employment practices.

## XI. CIVIL RIGHTS

The Provider shall comply with the requirements of 7 AAC 81.110 and all other applicable state or federal laws preventing discrimination, including the following federal statutes:

- A. The Civil Rights Act of 1964, (42 U.S.C. 2000d);
- B. Drug Free Workplace Act of 1988, (41 U.S.C. 701-707);
- C. Americans with Disabilities Act of 1990, 41 U.S.C.12101-12213).

The Provider will establish procedures for processing complaints alleging discrimination on the basis of race, religion, national origin, age, gender, physical or mental disability or other status or condition described in AS 18.80.220(a)(1) and 7 AAC 81.110(b).

In compliance with 7 AAC 81.110(c), the Provider may not exclude an eligible individual from receiving services, but with concurrence from DHSS, may offer alternative services to an individual if the health or safety of staff or other individuals may be endangered by inclusion of that individual.

## XII. ACCOUNTING AND AUDIT REQUIREMENTS

The Provider shall maintain the financial records and accounts for the Provider Agreement using generally accepted accounting principles.



DHSS may conduct an audit of a provider's operations at any time the department determines that an audit is needed. The auditor may be a representative of DHSS; or a representative of the federal or municipal government, if the Agreement is provided in part by the federal or municipal government; or an independent certified public accountant. The Provider will afford an auditor representing DHSS or other agency funding the agreement, reasonable access to the Provider's books, documents, papers, and records if requested. Audits must be conducted in accordance with the requirements of 7 AAC 81.160; including the requirement for a Provider to refund money paid on a questioned cost or other audit exception, if they fail to furnish DHSS with a response that adequately justifies a discovery of questioned costs or other audit exceptions.

### XIII. LIMITATION OF APPROPRIATIONS

DHSS is funded with State funds, which are awarded on an annual basis. During each state fiscal year, DHSS may authorize payment of costs under a Provider Agreement only to the extent of money allocated to that fiscal year. Because there is a fixed amount of funding on an annual basis, it may at times be necessary for DHSS to prioritize the client population served under this agreement. Limitations may include but are not limited to a moratorium on types of services, or a moratorium by geographic region served, or a restriction of services to clients with defined needs. The decision to limit billable services shall be based solely on available funding.

### XIV. INDEMNIFICATION AND HOLD HARMLESS OBLIGATION

The Provider shall indemnify, hold harmless, and defend DHSS from and against any claim of, or liability for error, omission, or negligent or intentional act of the Provider under this Agreement. The Provider shall not be required to indemnify DHSS for a claim of, or liability for, the independent negligence of DHSS. If there is a claim of, or liability for, the joint negligent error or omission of the Provider and the independent negligence of DHSS, the indemnification and hold harmless obligation shall be apportioned on a comparative fault basis.

"Provider" and "DHSS," as used within this section and Section IX (B), include the employees, agents, or Providers who are directly responsible, respectively, to each. The term "independent negligence" is negligence other than in DHSS's selection, administration, monitoring, or controlling of the Provider and in approving or accepting the Provider's work.

### XV. AMENDMENT

The Provider acknowledges that state and federal laws relating to information privacy and security, protection against discriminatory practices, and other provisions included in this agreement may be evolving and that further amendment to this Agreement may be necessary to insure compliance with applicable law. Upon receipt of notification from DHSS that change in law affecting this Agreement has occurred, the Provider will promptly agree to enter into negotiations with DHSS to amend this Agreement to ensure compliance with those changes.

NOTE: DHSS may periodically amend this Provider Agreement with changes to the ISA codes and/or definitions when required to respond to program or service needs, or based on budget

requirements. We do not anticipate that these amendments will be frequent. Providers will be notified of any amendments, and offered the opportunity to review the amended codes and definitions and to agree or not agree to continue as an ISA provider. This notification will be by email.

## XVI. TERMINATION OF AGREEMENT AND APPEALS

The Provider agrees to notify DHSS immediately if it is no longer eligible to provide services based on applicable Provider eligibility requirements set out in Section I of this Agreement. Notification of non-eligibility will result in automatic termination of this Agreement. Failure to comply with the terms of this Agreement and/or standards outlined in the Agreement and its appendices may result in non-payment and automatic termination of the Agreement by DHSS.

A Provider may appeal the decision to terminate a Provider Agreement under 7 AAC 81.200. All appeals will be conducted in accordance with Section 7AAC 81.200-210 of the Alaska Administrative Code.

Except as noted above, DHSS may terminate this Agreement with 30 days' notice. A Provider may also terminate the Agreement with 30 days' notice, but must provide assistance in making arrangements for safe and orderly transfer of clients and information to other Providers, as directed by DHSS.

This Agreement remains in force until the Provider or DHSS terminates the Agreement or a material term of the Agreement is changed.

I certify that I am authorized to negotiate, execute and administer this agreement on behalf of the Provider agency named in this agreement, and hereby consent to the terms and conditions of this agreement, and its appendices and attachments.

PROVIDER

DEPT. OF HEALTH &amp; SOCIAL SERVICES

\_\_\_\_\_  
Signature of Authorized Provider Representative & Date\_\_\_\_\_  
Signature of DOH Representative & Date\_\_\_\_\_  
Printed Name Provider Representative & TitleHilary Porter, Grants & Procurement  
Manager Printed Name - DOH  
Representative & Title\_\_\_\_\_  
Provider Contact & Mailing Address**DOH Contacts & Mailing Addresses****PROGRAM CONTACT**Beth Wilson, Program Coordinator  
Division of Behavioral Health  
3601 C Street, Suite 878  
Anchorage, Alaska 99503-5935  
Phone 907 269-3740  
beth.wilson@alaska.gov\_\_\_\_\_  
Provider Phone Number/ Fax Number**ADMINISTRATIVE CONTACT****Katlyn Felkl, Grants Administrator**  
Grants & Contracts Support Team  
PO Box 110650  
Juneau, AK 99811-0650  
katlyn.felkl@alaska.gov\_\_\_\_\_  
Provider Email Address\_\_\_\_\_  
Provider's Federal Tax ID Number - Do Not List SSN\_\_\_\_\_  
Provider's IRIS Pay Vendor Number

Providers must identify the business entity type under which they are legally eligible to provide service and intending to enter into this Provider Agreement.

Check Entity Type:

- ☐ Private For-profit Business, licensed to do business in the State of Alaska
- ☐ Non-Profit Organization Incorporated in the State of Alaska, or tax exempt under 26 U.S.C. 501(c)(3)
- ☐ Alaska Native Entity, as defined in 7 AAC 78.950(1) All applicants under this provision must submit with their signed Agreement, a Waiver of Sovereign Immunity, using the form provided as Appendix D to this Provider Agreement.
- ☐ Political Subdivision of the State (City, Borough or REAA)