



## The Senior Alliance - Area Agency on Aging 1-C (TSA) Purchase of Service

### Policy on Probation, Suspension, and Removal from the POS Vendor Pool

To maintain high quality of service and to ensure compliance with service standards, the following actions may occur:

#### **I. Probation**

A written warning is issued related to a problem with service delivery, billing, or communication with TSA staff. A corrective action plan will be requested and must be submitted within specified time parameters. The plan must be reviewed and approved by TSA. Service to current TSA clients will continue. New referrals will be suspended until the corrective action plan is approved by TSA and implemented by the service vendor.

#### **II. Suspension**

A written notification of suspension will be sent to a POS vendor when there is identification of a quality, service, insurance or other issue that requires corrective action. A corrective action plan must be submitted within the specified time parameters. Current clients may be transitioned to other vendors at the sole discretion of TSA. New referrals will be suspended until correction is achieved and approved by TSA. TSA payments may also be temporarily withheld until the corrective action plan of the vendor has been approved by TSA and implemented by the vendor.

#### **III. Termination**

If corrective action is not taken or is not acceptable to TSA, the vendor is no longer eligible to participate in the TSA vendor pool. Clients shall be transitioned to another vendor agency, and a complete cessation of payments will occur.

#### **IV. Probation, suspension or termination from the TSA vendor pool may occur when, but is not limited to:**

- A. There is a suspicion or evidence of problems with the internal operation of the organization.
- B. There are errors on 5% or more of bills submitted for services provided in any given month.
- C. Bills are not submitted by the 8<sup>th</sup> of the month following the month of service.
- D. The vendor does not communicate changes in client status, missed visits, or other information to TSA staff.
- E. The vendor fails to complete the Monthly Missed Visit log.
- F. There is non-compliance with TSA insurance standards.
- G. The vendor is acquired by another organization or has changed the name under which they do business and the name change results in issuance of a new federal ID number.

- H. Quality assurance issue(s) are identified and corrective action is not taken or acceptable to TSA.
- I. Serious quality assurance issues are identified on a programmatic or fiscal assessment by TSA.
- J. Service standard citations/citation warnings identified on programmatic or fiscal assessment are not addressed within the specified time frames.

Vendors will be notified in writing in all cases of probation, suspension, or termination from the POS vendor pool. TSA retains sole discretion to impose probation, suspension or termination without regard to progressive action being taken first.