

## **POLICY AND PROCEDURE**

<b>DEPARTMENT:</b> Compliance	<b>DOCUMENT NAME:</b> Policy, Procedure, and Job Description Guidelines
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<b>APPROVED DATE:</b> 10/15	<b>RETIRED:</b>
<b>EFFECTIVE DATE:</b> 12/15	<b>REVIEWED/REVISED:</b> 10/15, 10/16, 9/17, 8/18, 4/19, <u>4/20</u>
<b>PRODUCT TYPE:</b> ALL	<b>REFERENCE NUMBER:</b> LA.COMP.76

**SCOPE:** Louisiana Healthcare Connections (Health Plan), Policy Committee and Human Resources. The scope includes both medical and behavioral health.

**PURPOSE:** To clearly define the process for approval and review of written policies, procedures and job descriptions for each functional area

### **POLICY:**

**4.5.1** The Health Plan shall develop and maintain written policies, procedures and job descriptions for each functional area, including for specialized behavioral health services, consistent in format and style. The Health Plan shall maintain written guidelines for developing, reviewing and approving all policies, procedures and job descriptions. All policies and procedures shall be reviewed at least annually to ensure that the Health Plan's written policies reflect current practices. Reviewed policies shall be dated and signed by the Health Plan's appropriate manager, coordinator, director, or administrator. Minutes reflecting the review and approval of the policies by an appropriate committee will be considered appropriate documentation. All medical and quality management policies must be approved and signed by the Health Plan's medical director. All behavioral health policies must be approved and signed by the Health Plan's Behavioral Health Medical Director. Job descriptions shall be reviewed at least annually to ensure that current duties performed by the employee reflect written requirements.

### **PROCEDURE:**

- Guidelines for developing, reviewing and approving all policies and procedures are as follows:
  - Archer GRC is the system that houses all Plan Policies and Work Processes with the annual review dates. The system auto generates email reminders to the assigned Plan Responsible Party 60 and 30 days prior to the annual due date.
  - Upon receipt of Archer GRC auto emails, Plan Responsible Party forwards email for review notification to Functional Area Leads 60 and 30 days prior to annual approval date
  - The Functional Area Lead coordinates the review and updates policy/work process with all stakeholders using track changes feature. The document is emailed by the Functional Area Lead to

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the Plan Responsible Party to be presented at the Policy Committee for review.

- The Policy Committee meets at least monthly to review the revised policies/work processes and votes on each policy to approve changes as presented.
- **Per House Bill 434, Act 319, any revisions meeting the criteria outlined in the Act will be submitted to Louisiana Department of Health (LDH) by the Plan Responsible Party for review and approval.**
- If changes to the policy/work process are approved, the Plan Responsible Party accepts the tracked changes and uploads the policy to Archer GRC for the final approval path.
- If not approved in Policy Committee or in the Archer GRC final approval path, the Functional Area Lead will make any necessary revisions and present changes to Policy Committee the following meeting.
- If timelines do not allow for presentation at the next scheduled Policy Committee meeting, the Plan Responsible Party will send out revisions for electronic vote prior to submission to Archer GRC for final approval.
- If a policy is created by a Functional Area Lead, the policy will go through the same procedure as an existing policy. It will be presented to the Policy Committee and will be assigned an annual review date by the Plan Responsible Party.
- If a Functional Area Lead, the Plan Responsible Party or the Policy Committee as a whole wants to retire a policy, the policy will be presented to the committee for retirement consideration. **If the policy meets the criteria outlined in Act 319, the Plan Responsible Party will submit the policy to LDH for review and approval to retire.** If retirement is approved, the date of approval will be noted in the **retirement section of Archer header chart of the policy under "retired"** and the policy status will be changed to retired in Archer GRC.
- Guidelines for developing, reviewing and approving all job descriptions are as follows:
  - The development of a new job description requires the hiring manager and local HR leader to complete the Job Description Questionnaire, which includes information about essential

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functions of the job and how much time is spent on each function, minimum requirements needed to perform the job (including education, experience, knowledge, skills, and abilities), and a review of the competencies needed to be successful in the role.

- Once completed, the Job Description Questionnaire is submitted to Centene's Corporate Compensation team for review. Compensation will deny or approve based on the need for the position and whether or not there is a similar position that already exists. If approved, they will evaluate market data and internal equity to assign the position to a job grade and open for posting.
- Annually, managers will review their current and open positions to ensure the job description continues to describe the role and what the employee is doing.

### **REFERENCES**



Act 319.pdf

### **ATTACHMENTS:** \_\_\_\_\_

### **DEFINITIONS:**

### **REVISION LOG**

<b>REVISION</b>	<b>DATE</b>
No Revisions	10/16
No Revisions	9/17
Changed health plan to MCO.	8/18
Changed Compliance 360 to Archer GRC	
Changed from LA.HUMR.02 to LA.COMP.75	6/19
<b><u>Added language to include Act 319 process and attached the Act</u></b>	<b><u>4/20</u></b>

### **POLICY AND PROCEDURE APPROVAL**

The electronic approval retained in RSA Archer, Centene's P&P management software, is considered equivalent to a physical signature.

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Director, HR Business Partner: Approval on file