

**Western Highlands Network  
Services Management  
Clinical/Compliance Review**

**Purpose**

In accordance with Senate Bill (SB) 163, Western Highlands Network (WHN) is responsible for monitoring providers within the network to ensure appropriate consumer care. Clinical/compliance reviews are conducted to assist providers to identify documentation issues that reflect good clinical practice and fulfill the requirements of the NC Division on MH/DD/SAS services.

**How to Prepare**

Please send your agencies Privileging/Credentialing policy to WHN upon receipt of the initial notification of the review. This should be sent to Donald Reuss in Provider Network Development, at WHN, 356 Biltmore Ave, Asheville, NC 28801.

Please bring the requested consumer records and employee credentialing records for personnel that serve consumers to:

Western Highlands Network  
356 Biltmore Ave  
Asheville, NC 20081

These records should be taken to receptionist area at the first floor entrance no later than 9:00 am on the day of the review.

Please make available at least one staff member that can answer questions or obtain any documentation that may be needed. This staff member will not stay with the reviewers but should be able to be contacted easily by phone if needed.

Please make arrangements for key staff (to be determined by the provider) to be available for a brief exit meeting at the end of the review, usually at 3pm.

At the exit meeting, the review team will give general feedback regarding the findings, which may include recognizing positive performance, recommendations for improvement of service delivery, potential corrective action issues, and addressing potential payback issues.

Providers will receive a formal, written report in about 45 days. At that time, providers are asked to fill out a brief questionnaire which asks for feedback about the review process.