

## Guidance 46

### Communication Protocol

<b>Contract Reference:</b>	Sections 1.3.4, A1.3
<b>Authorities:</b>	287.057(15)(a), Florida Statutes
<b>Frequency:</b>	Ongoing
<b>Due Date:</b>	Not Applicable

### Communication Protocol

The Managing Entity shall establish and maintain clear lines of communication between the Department and network service providers to ensure that information is accurate and favorably represents messaging and expectations conveyed by the Department in good faith. The Managing Entity shall communicate all questions and concerns involving the Department directly to the appropriate Department Representative, as indicated in the Response Guidance below, and the Contract Manager.

The Managing Entity shall notify the Department within 48 hours of conditions related to Network Service Provider performance that may interrupt the continuity of service delivery or involve media coverage.

### Response Guidance:

If a representative from a ME/vendor/provider submits an inquiry – written and/or verbally – regarding their contract(s), budget, invoicing, or other contract-related topics, please ensure to follow the below listed communication triage protocol and respond accordingly or forward the information to the appropriate level staff to collaboratively prepare an appropriate and accurate response.

- LEVEL I Response** - All Managing Entity Chief Executive Officers should communicate concerns to the Assistant Secretary or designee.  
 Example: Any contractual concerns from the Chief Executive Officer will need to be emailed directly to the Assistant Secretary of SAMH or designee.
- LEVEL II and LEVEL III Response** –All Managing Entity of Network services providers, Chief Financial Officer or Chief Operating Officer should communicate concerns to the appropriate SAMH Financial Director or designee.  
 Example: Any contractual financial concerns from the Chief Financial Officer, or Chief Operating Officer will need to be emailed to the SAMH Financial Director or designee (e.g. Schedule of Funds allocations, GAA, etc.)
- LEVEL IV Response and Day to Day Operations** – All routine operational issues should be communicated by the Managing Entity Contract Manager to the SAMH programmatic staff.  
 Example: Any contractual operational issues (not including Levels I-III) will need to be emailed to the Contract Manager for them to send to the proper subject matter expert in SAMH. This would not affect communications that are not already sent through the Contract Manager.