

**COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF HEALTH AND
HUMAN SERVICES**



**Department of Public Health
Bureau of Substance Addiction Services
Electronic Licensing System**

DCO RESPONSE USER MANUAL

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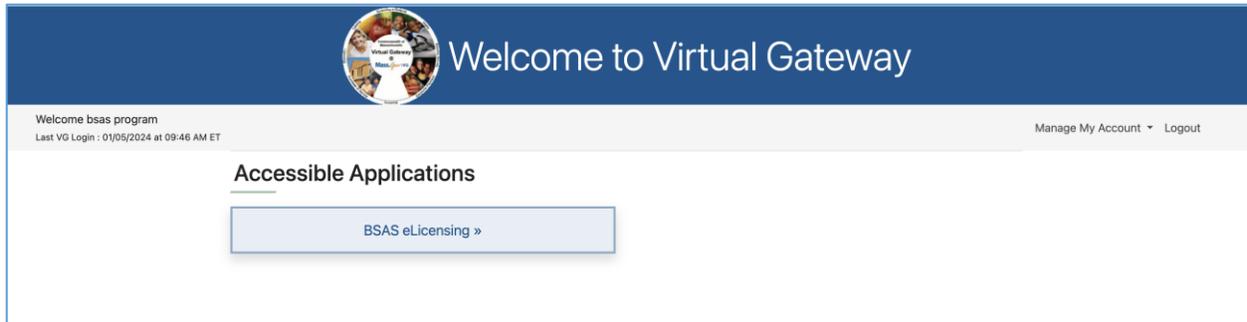
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1. Accessing BSAS eLicensing

Log in to the Virtual Gateway. If you do not have an account, contact Alex Kearns, Special Projects Coordinator for the Bureau of Substance Addiction Services at Alex.Kearns@mass.gov for instructions on how to create a Virtual Gateway account.

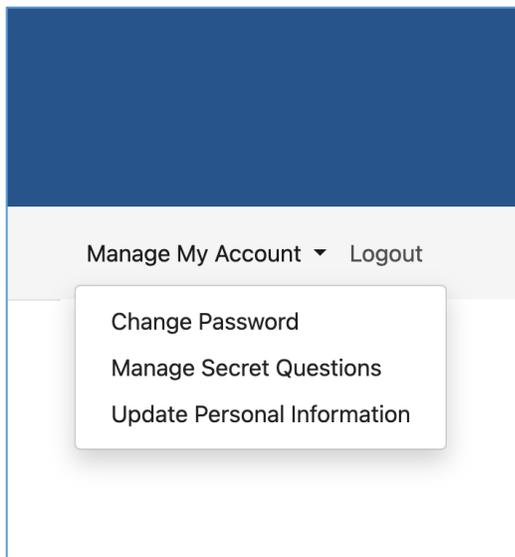
Go to BSAS eLicensing

To proceed to the BSAS eLicensing system, click on the BSAS eLicensing Link shown in the figure below:



Managing your Virtual Gateway Account

Once you log in to the Virtual Gateway you can manage your account using the link on the right side of the page under the Manage My Account section as shown below.



Virtual Gateway Account Secret Questions

If you have not done so you should provide answers to your secret questions by clicking the Answer My Secret Questions link. **Please note** that you will not be able to use the Forgot Password feature if you have not provided answers to your secret questions.

You will be asked to provide answers to five out of seven secret questions. Once you have provided the answers click on the Submit button.

Answer Secret Question

At least 5 secret questions must be answered. These questions will be used if you forget your password or need to change it.

What was your first pet's name?

What is the name of your elementary school?

What was your high school mascot?

What was the color of your first car?

What was the make of your first car?

What was the name of your first grade teacher?

What is your father's middle name?

Submit

Cancel

Update Virtual Gateway Account Email

If your email address has changed make sure to update it by clicking on the Update My Personal Information link. It is important to update your email if it has changed so you will still be able to receive temporary password emails when you use the Forgot Password feature on your account.

Update your email address and click Submit.

Update Profile

First Name :

Middle Initial :

(optional)

Last Name :

PIN :

Birth Date (Month/Day) :

Email

Phone Number:

(optional)

2. Responding to a DCO

Once you access BSAS eLicensing as described above, select the program that you received a DCO notification for from the list of your organization's programs. The system will then display the program menu page shown below.

The screenshot shows a web interface for the Bureau of Substance Abuse Services Licensing System. At the top, there is a breadcrumb trail: Home > Programs > Test program- demo only. Below this, a welcome message for John Smith (organization Id=1803468) is displayed, along with information about a license numbered 1235 and a standard application numbered 10000. The main content area consists of several cards, each with a title, a description, and a button:

- PENDING DCOS**: Click here to respond to pending Deficiency Correction Orders for your program. Button: SELECT
- CLOSED DCOS**: Click here to view closed Deficiency Correction Orders for your program. Button: SELECT
- PROGRAM CONTRACT ACTION ITEMS**: Click here to respond to pending action items and view action item history for your program's contracted services. Button: SELECT
- RENEWAL APPLICATION**: Click here to renew your program's license with the Bureau of Substance Addiction Services. Button: SELECT
- MY PROGRAM LICENSE CERTIFICATE**: Click here to open your Program License Certificate as PDF document. Button: GENERATE
- CLOSURE APPLICATION**: Click here to begin a closure application if your program is closing. Button: SELECT
- PRINT APPLICATION**: Click here to export your most recent application as a PDF document and save or print it. Button: PRINT

Viewing Pending DCOs

Click the "Select button" button on the Pending DCOs card and the system will display the Open Program DCO Line Items page shown in the figure below. This page will list all DCO Line Items that need to be responded to or that are under review by BSAS. You will see the status of each Line Item in its heading. The different status and their meanings are listed below.

- **Corrective Action Plan Due** – The Corrective Action Plan has not been responded to and needs to be submitted by the due date listed in the heading.
- **Corrective Action Plan Under Review** – The Corrective Action Plan has been submitted but has not been approved by BSAS. The Evidence of Corrective Action is due by the date shown in the heading.
- **Evidence of Corrective Action Due** – The Corrective Action Plan has been submitted and has been approved by BSAS. The Evidence of Corrective Action is due by the date shown in the heading.
- **Corrective Action Evidence Under Review** – The Corrective Action Plan and the Evidence of Corrective Action have been submitted and are under review by BSAS.

The Description of Non-Compliance and the Instructions for Response will be displayed on each Line Item. These provide information on what the issues are and how they need to be addressed.

There are two responses required for each line item, each with its own due date. The Corrective Action Plan response is the program's plan to address the issues identified in the Description of Non-Compliance. Its due date comes first and is generally within 14 days of the issuance of the DCO, depending on the nature of the issue. The Corrective Action Evidence response is proof

submitted by the program that it has completed the steps in its Corrective Action Plan. Its due date is generally 60 days from the issuance of the DCO, depending on the nature of the issue.

Home > Programs > Test program- demo only > Open Program DCOs

Open Program DCO Line Items

The list below contains DCO line items your program must respond to or that are currently under review by BSAS.

Per [105 CMR 164.000](#) the Deficiency Correction Order (DCO) response process has changed, instruction information on the process can be found [here](#). You must respond to each line item by the corrective action plan due date with, at a minimum, a plan to address the deficiency. You must submit evidence of the corrective action by the corrective evidence due date listed on the line item.

To respond to a DCO line item click on the corresponding "Update Response" link below. Once your response is complete you will need to submit it to the Bureau of Substance Addiction Services by clicking the "Submit Response to BSAS" button below.

Please read the specific instruction for each line item below.

Corrective Action Plan Due | Plan Due by: May 30, 2021

A corrective action plan for this DCO line item is due by the date listed above. To enter your response click the "Update Response" button below and enter your corrective action plan narrative and upload any supporting documents. If the corrective action has been completed, you may also indicate that and submit your evidence of corrective action narrative and upload any supporting documents.

Once you have entered your response you will be able to submit it to BSAS for review by clicking the "Submit Response to BSAS" button. You must submit the corrective action plan before the due date listed above.

Site Location(s)	• Main St Northampton, MA 12345 - (Main Site)
Date Received:	May 16, 2021
Corrective Action Evidence Due Date:	Jul 15, 2021
Regulation:	164.017 - Plan of Correction

A. The Licensed or Approved Provider shall submit a plan of correction to address each deficiency within 14 calendar days, unless otherwise specified by the Department and, as provided in 105 CMR 164.017(B), shall remedy or correct each deficiency cited within 60 calendar days of receipt of the deficiency correction order. The Department may modify the plan of correction by providing notice to the Licensed or Approved Provider. The Licensed or Approved Provider may submit a written request for administrative reconsideration of the modified plan of correction, or any portion thereof, within seven calendar days of receipt of notice.

B. The plan of correction shall set forth, with respect to each deficiency, the specific corrective step(s) to be taken, a timetable for each step, and the date by which full compliance will be achieved. The timetable and the compliance dates shall be consistent with achievement of compliance in the most expeditious manner possible. The plan of correction shall be signed by either the Licensed or Approved Provider or his or her designee.

C. Where, in the opinion of the Department, the deficiency is not capable of correction within 60 calendar days, the Licensed or Approved provider shall submit a written plan for correction of the deficiency in a reasonable manner within 14 calendar days of such determination by the Department. The plan of correction shall comply with 105 CMR 164.017(B). The Department may modify the plan of correction by providing notice to the Licensed or Approved Provider. The Licensed or Approved Provider may submit a written request for administrative reconsideration of the modified plan of correction, or any portion thereof, within seven calendar days of receipt of notice.

D. Fines. If a Licensed or Approved Provider fails to remedy or correct a cited deficiency by the date specified in the deficiency correction order or fails to remedy or correct a cited deficiency by the date specified in a plan of correction as accepted or modified by the Department, the Department may:

1. Suspend, limit, restrict or revoke the Provider's License or Approval;
2. Impose a civil fine upon the Licensed or Approved Provider not to exceed \$1,000 per deficiency for each day the deficiency continues to exist beyond the date prescribed for correction;
3. Pursue any other sanction as the Department may impose administratively upon the Licensed or Approved Provider; or
4. Impose any combination of the penalties set forth in 105 CMR 164.017(D)(1)-(3), inclusive.

E. Administrative Reconsideration of civil fines.

1. Request for Administrative Review. The Licensed or Approved Provider may submit a written request for administrative reconsideration within seven calendar days of receipt of notice of the fine on forms approved by the Department. The request for review must fully state and support the reasons why a waiver or reduction of a fine is warranted, including specific reference to all relevant factors under 105 CMR 164.000 and any and all supporting documentation.
2. The Commissioner or designee shall conduct an administrative review, based solely on the evidence presented within the written request and Department records, and shall issue a written decision. This decision shall constitute a final agency decision in an adjudicatory proceeding subject to judicial review pursuant to M.G.L. c. 30A, § 14.
3. The failure to file an appeal requesting administrative review within seven calendar days of receipt of the notice constitutes a waiver of the right to request reconsideration and all fines set forth in the notice shall be imposed. The payment of a fine constitutes a waiver of the right to appeal.

Description of Non-Compliance:	Description of the issue.
Instructions for Response:	Instruction to resolve the issue.

UPDATE RESPONSE

Responding with your Corrective Action Plan

Click on the “Update Response” button for the DCO line item you are responding to and the system will display the DCO Line Item response form shown below. You may enter a narrative response for your Corrective Action Plan and upload any required documents. If the corrective action has been completed, you may click the “Corrective Action Is Completed” checkbox. This will allow you to provide your narrative response for your Evidence of Corrective Action and will indicate that the steps outlined in the Corrective Action Plan have been completed.

Home > Programs > Test program- demo only > Open Program DCOs

Open Program DCO Line Items

Please respond to the deficiency correction order below. Please review the specific instruction for responding to the line item below. When you have finished providing your response please click "Save Response". Once your response is saved you will still need to submit it to the Bureau of Substance Addiction Services by clicking the "Submit Response to BSAS" button.

Please note the DCO process has changed, instruction information on the process can be found [here](#).

Corrective Action Plan Due | Plan Due by: May 30, 2021

A corrective action plan for this DCO line item is due by the date listed above. Enter your corrective action plan narrative in the field provided and upload any supporting documents by selecting the document type and file, and then clicking the "Upload" button below. If the corrective action has been completed, you may also indicate that by clicking the "Corrective Action Is Completed" checkbox. Then you may enter your evidence of corrective action narrative in the field provided and upload any additional supporting documents.

Once you have finished entering your response you may save it by clicking the "Save Response" button below. You will still need to submit your response to BSAS for review by clicking the "Submit Response to BSAS" button after saving your response. You must submit the corrective action plan before the due date listed above.

Site Location(s)	• Main St Northampton, MA 12345 - (Main Site)
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Corrective Action Evidence Due Date:	Jul 15, 2021
Regulation:	164.017 - Plan of Correction

A. The Licensed or Approved Provider shall submit a plan of correction to address each deficiency within 14 calendar days, unless otherwise specified by the Department and, as provided in 105 CMR 164.017(B), shall remedy or correct each deficiency cited within 60 calendar days of receipt of the deficiency correction order. The Department may modify the plan of correction by providing notice to the Licensed or Approved Provider. The Licensed or Approved Provider may submit a written request for administrative reconsideration of the modified plan of correction, or any portion thereof, within seven calendar days of receipt of notice.

B. The plan of correction shall set forth, with respect to each deficiency, the specific corrective step(s) to be taken, a timetable for each step, and the date by which full compliance will be achieved. The timetable and the compliance dates shall be consistent with achievement of compliance in the most expeditious manner possible. The plan of correction shall be signed by either the Licensed or Approved Provider or his or her designee.

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Description of Non-Compliance: Description of the issue.

Instructions for Response: Instruction to resolve the issue.

Program Response Information:

Plan for Corrective Action: *

File Edit Insert View Format Tools

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Corrective Action Is Completed:

Upload Required Documents

Select the document type: * -- Select Document Type --

Select the file to upload: * Choose File No file chosen **UPLOAD**

SAVE RESPONSE **CANCEL**

To save your response click the “Save Response” button. Saving your response does not submit it for review by BSAS. This allows you to save your work and return to update your response later.

Submitting your Corrective Action Plan

To submit your response to your BSAS, click the “Submit Response to BSAS” button, shown below. You may also edit your response before submitting it by clicking the “Update Response” button. You must submit your Corrective Action Plan by the Plan Due date listed in the Line Item heading.

Home > Programs > Test program- demo only > Open Program DCOs

Open Program DCO Line Items

The list below contains DCO line items your program must respond to or that are currently under review by BSAS.

Per [105 CMR 164.000](#) the Deficiency Correction Order (DCO) response process has changed, instruction information on the process can be found [here](#). You must respond to each line item by the corrective action plan due date with, at a minimum, a plan to address the deficiency. You must submit evidence of the corrective action by the corrective evidence due date listed on the line item.

To respond to a DCO line item click on the corresponding "Update Response" link below. Once your response is complete you will need to submit it to the Bureau of Substance Addiction Services by clicking the "Submit Response to BSAS" button below.

Please read the specific instruction for each line item below.

Corrective Action Plan Due | Plan Due by: May 30, 2021

A corrective action plan for this DCO line item is due by the date listed above. To enter your response click the "Update Response" button below and enter your corrective action plan narrative and upload any supporting documents. If the corrective action has been completed, you may also indicate that and submit your evidence of corrective action narrative and upload any supporting documents.

Once you have entered your response you will be able to submit it to BSAS for review by clicking the "Submit Response to BSAS" button. You must submit the corrective action plan before the due date listed above.

Site Location(s)	• Main St Northampton, MA 12345 - (Main Site)
Date Received:	May 16, 2021
Corrective Action Evidence Due Date:	Jul 15, 2021
Regulation:	164.017 - Plan of Correction

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D. **Fines:** If a Licensed or Approved Provider fails to remedy or correct a cited deficiency by the date specified in the deficiency correction order or fails to remedy or correct a cited deficiency by the date specified in a plan of correction as accepted or modified by the Department, the Department may:

1. Suspend, limit, restrict or revoke the Provider's License or Approval;
2. Impose a civil fine upon the Licensed or Approved Provider not to exceed \$1,000 per deficiency for each day the deficiency continues to exist beyond the date prescribed for correction;
3. Pursue any other sanction as the Department may impose administratively upon the Licensed or Approved Provider; or
4. Impose any combination of the penalties set forth in 105 CMR 164.017(D)(1)-(3), inclusive.

E. **Administrative Reconsideration of civil fines**

1. Request for Administrative Review: The Licensed or Approved Provider may submit a written request for administrative reconsideration within seven calendar days of receipt of notice of the fine on forms approved by the Department. The request for review must fully state and support the reasons why a waiver or reduction of a fine is warranted, including specific reference to all relevant factors under 105 CMR 164.000 and any and all supporting documentation.
2. The Commissioner or designee shall conduct an administrative review, based solely on the evidence presented within the written request and Department records, and shall issue a written decision. This decision shall constitute a final agency decision in an adjudicatory proceeding subject to judicial review pursuant to M.G.L. c. 30A, § 14.
3. The failure to file an appeal requesting administrative review within seven calendar days of receipt of the notice constitutes a waiver of the right to request reconsideration and all fines set forth in the notice shall be imposed. The payment of a fine constitutes a waiver of the right to appeal.

Description of Non-Compliance:	Description of the issue.
Instructions for Response:	Instruction to resolve the issue.

Program Response Information

Plan Submitted Date:	
Corrective Action Plan:	The program's response.

[SUBMIT RESPONSE TO BSAS](#) [UPDATE RESPONSE](#)

Once your Corrective Action Plan response is submitted you will see the line item displayed with the status of Corrective Action Plan Under Review, as shown in the following section. If the Plan is approved the status will be updated to Corrective Action Evidence Due and your program's Program Director will receive an email notification. If the Corrective Action Plan is not deemed to be sufficient the line item will be resubmitted to your program and you will need to update your response as described above. The program's Program Director will receive an email notification with the reason for resubmission.

Responding with your Corrective Action Evidence

Whether your Corrective Action Plan has not been approved by BSAS or not, you may submit your Corrective Action Evidence response. Please note that the evidence of corrective action must be submitted by the Evidence Due date shown in the Line Item heading. To begin your Evidence of Corrective Action response, click the "Update Response" button.

Home > Programs > Test program- demo only > Open Program DCOs

Open Program DCO Line Items

The list below contains DCO line items your program must respond to or that are currently under review by BSAS.

Per [105 CMR 164.000](#) the Deficiency Correction Order (DCO) response process has changed, instruction information on the process can be found [here](#). You must respond to each line item by the corrective action plan due date with, at a minimum, a plan to address the deficiency. You must submit evidence of the corrective action by the corrective evidence due date listed on the line item.

To respond to a DCO line item click on the corresponding "Update Response" link below. Once your response is complete you will need to submit it to the Bureau of Substance Addiction Services by clicking the "Submit Response to BSAS" button below.

Please read the specific instruction for each line item below.

Corrective Action Plan Under Review | Evidence Due by: Jul 15, 2021

You have submitted your corrective action plan and it is currently under review by BSAS. You will receive an email notification if the plan is approved or resubmitted to you for additional information.

If the corrective action has been completed, you may enter your evidence of corrective action narrative and upload any supporting documents now. To update your response click the "Update Response" button below and enter your evidence of corrective action narrative and upload any supporting documents.

Once you have updated your response you will be able to submit it to BSAS for review by clicking the "Submit Response to BSAS" button. You must submit the response before the due date listed above.

Site Location(s)	• Main St Northampton, MA 12345 - (Main Site)
Date Received:	May 16, 2021
Corrective Action Plan Due Date:	May 30, 2021
Regulation:	164.017 - Plan of Correction

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3. The failure to file an appeal requesting administrative review within seven calendar days of receipt of the notice constitutes a waiver of the right to request reconsideration and all fines set forth in the notice shall be imposed. The payment of a fine constitutes a waiver of the right to appeal.

Description of Non-Compliance:	Description of the issue.
Instructions for Response:	Instruction to resolve the issue.

Program Response Information

Plan Submitted Date:	May 16, 2021
Corrective Action Plan:	The program's response.

UPDATE RESPONSE

After clicking the “Update Response” button you will be able to provide your narrative for the Evidence of Corrective Action. You may also upload any supporting documentation by selecting a document type, choosing a file, and clicking the “Upload” button in the Upload Required Documents section. To save your response click the “Save Response” button.

Home > Programs > Test program- demo only > Open Program DCOs

Open Program DCO Line Items

Please respond to the deficiency correction order below. Please review the specific instruction for responding to the line item below. When you have finished providing your response please click “Save Response”. Once your response is saved you will still need to submit it to the Bureau of Substance Addiction Services by clicking the “Submit Response to BSAS” button.

Please note the DCO process has changed, instruction information on the process can be found [here](#).

Corrective Action Plan Under Review | Evidence Due by: Jul 15, 2021

You have submitted your corrective action plan and it is currently under review by BSAS. You will receive an email notification if the plan is approved or resubmitted to you for additional information.

If the corrective action has been completed, you may update your response with your evidence of corrective action by entering the information in the field provided and uploading any supporting documents by selecting the document type and file, and then clicking the “Upload” button below.

Once you have finished updating your response you may save it by clicking the “Save Response” button below. You will still need to submit your response to BSAS for review by clicking the “Submit Response to BSAS” button after saving your response. You must submit the evidence of corrective action before the due date listed above.

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Date Received:	May 16, 2021
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Description of Non-Compliance: Description of the issue.

Instructions for Response: Instruction to resolve the issue.

Program Response Information:

Evidence of Corrective Action: *

File Edit Insert View Format Tools

Font Sizes B I U

Upload Required Documents

Select the document type: *

Select the file to upload: * No file chosen

Submitting your Corrective Action Evidence

To submit your Evidence of Corrective Action response to BSAS, click the “Submit Response to BSAS” button, as shown below. You must submit your Evidence of Corrective Action by the Evidence Due date listed in the Line Item heading.

Home > Programs > Test program- demo only > Open Program DCOs

Open Program DCO Line Items

The list below contains DCO line items your program must respond to that are currently under review by BSAS.

Per [105 CMR 164.000](#) the Deficiency Correction Order (DCO) response process has changed, instruction information on the process can be found [here](#). You must respond to each line item by the corrective action plan due date with, at a minimum, a plan to address the deficiency. You must submit evidence of the corrective action by the corrective evidence due date listed on the line item.

To respond to a DCO line item click on the corresponding "Update Response" link below. Once your response is complete you will need to submit it to the Bureau of Substance Addiction Services by clicking the "Submit Response to BSAS" button below.

Please read the specific instruction for each line item below.

Corrective Action Plan Under Review | Evidence Due by: Jul 15, 2021

You have submitted your corrective action plan and it is currently under review by BSAS. You will receive an email notification if the plan is approved or resubmitted to you for additional information.

If the corrective action has been completed, you may enter your evidence of corrective action narrative and upload any supporting documents now. To update your response click the "Update Response" button below and enter your evidence of corrective action narrative and upload any supporting documents.

Once you have updated your response you will be able to submit it to BSAS for review by clicking the "Submit Response to BSAS" button. You must submit the response before the due date listed above.

Site Location(s)	• Main St Northampton, MA 12345 - (Main Site)
Date Received:	May 16, 2021
Corrective Action Plan Due Date:	May 30, 2021
Regulation:	164.017 - Plan of Correction

A. The Licensed or Approved Provider shall submit a plan of correction to address each deficiency within 14 calendar days, unless otherwise specified by the Department and, as provided in 105 CMR 164.017(B), shall remedy or correct each deficiency cited within 60 calendar days of receipt of the deficiency correction order. The Department may modify the plan of correction by providing notice to the Licensed or Approved Provider. The Licensed or Approved Provider may submit a written request for administrative reconsideration of the modified plan of correction, or any portion thereof, within seven calendar days of receipt of notice.

B. The plan of correction shall set forth, with respect to each deficiency, the specific corrective step(s) to be taken, a timetable for each step, and the date by which full compliance will be achieved. The timetable and the compliance dates shall be consistent with achievement of compliance in the most expeditious manner possible. The plan of correction shall be signed by either the Licensed or Approved Provider or his or her designee.

C. Where, in the opinion of the Department, the deficiency is not capable of correction within 60 calendar days, the Licensed or Approved provider shall submit a written plan for correction of the deficiency in a reasonable manner within 14 calendar days of such determination by the Department. The plan of correction shall comply with 105 CMR 164.017(B). The Department may modify the plan of correction by providing notice to the Licensed or Approved Provider. The Licensed or Approved Provider may submit a written request for administrative reconsideration of the modified plan of correction, or any portion thereof, within seven calendar days of receipt of notice.

D. **Fines.** If a Licensed or Approved Provider fails to remedy or correct a cited deficiency by the date specified in the deficiency correction order or fails to remedy or correct a cited deficiency by the date specified in a plan of correction as accepted or modified by the Department, the Department may:

1. Suspend, limit, restrict or revoke the Provider's License or Approval,
2. Impose a civil fine upon the Licensed or Approved Provider not to exceed \$1,000 per deficiency for each day the deficiency continues to exist beyond the date prescribed for correction;
3. Pursue any other sanction as the Department may impose administratively upon the Licensed or Approved Provider; or
4. Impose any combination of the penalties set forth in 105 CMR 164.017(D)(1)-(3), inclusive.

E. **Administrative Reconsideration of civil fines**

1. Request for Administrative Review: The Licensed or Approved Provider may submit a written request for administrative reconsideration within seven calendar days of receipt of notice of the fine on forms approved by the Department. The request for review must fully state and support the reasons why a waiver or reduction of a fine is warranted, including specific reference to all relevant factors under 105 CMR 164.000 and any and all supporting documentation.
2. The Commissioner or designee shall conduct an administrative review, based solely on the evidence presented within the written request and Department records, and shall issue a written decision. This decision shall constitute a final agency decision in an adjudicatory proceeding subject to judicial review pursuant to M.G.L. c. 30A, § 14.
3. The failure to file an appeal requesting administrative review within seven calendar days of receipt of the notice constitutes a waiver of the right to request reconsideration and all fines set forth in the notice shall be imposed. The payment of a fine constitutes a waiver of the right to appeal.

Description of Non-Compliance:	Description of the Issue.
Instructions for Response:	Instruction to resolve the issue.

Program Response Information

Plan Submitted Date:	May 16, 2021
Corrective Action Plan:	The program's response.
Evidence Submitted Date:	
Corrective Action Evidence:	The Program's Evidence of Corrective Action.

SUBMIT RESPONSE TO BSAS **UPDATE RESPONSE**

Once the Evidence of Corrective Action is submitted for review, the line item will be displayed with a status of Corrective Action Under Review, as shown below. The line item will remain on this page until it is closed by BSAS staff, at which point the program's Program Director will receive an email notification. If the Evidence of Corrective Action is not deemed to be sufficient the line item will be resubmitted to your program and you will need to update your response as described above. The program's Program Director will receive an email notification with the resubmission reason.

Open Program DCO Line Items

The list below contains DCO line items your program must respond to or that are currently under review by BSAS.

Per [105 CMR 164.000](#) the Deficiency Correction Order (DCO) response process has changed. Instruction information on the process can be found [here](#). You must respond to each line item by the corrective action plan due date with, at a minimum, a plan to address the deficiency. You must submit evidence of the corrective action by the corrective evidence due date listed on the line item.

To respond to a DCO line item click on the corresponding "Update Response" link below. Once your response is complete you will need to submit it to the Bureau of Substance Addiction Services by clicking the "Submit Response to BSAS" button below.

Please read the specific instruction for each line item below.

Corrective Action Evidence Under Review | Submitted On: May 16, 2021

You have submitted your evidence of corrective action and it is currently under review by BSAS. You will receive an email notification if this DCO line item is closed or it is resubmitted to you for additional information.

Site Location(s): • Main St Northampton, MA 12345 - (Main Site)
Date Received: May 16, 2021
Corrective Action Plan Due Date: May 30, 2021
Corrective Action Evidence Due Date: Jul 15, 2021
Regulation: 164.017 - Plan of Correction

- A. The Licensed or Approved Provider shall submit a plan of correction to address each deficiency within 14 calendar days, unless otherwise specified by the Department and, as provided in 105 CMR 164.017(B), shall remedy or correct each deficiency cited within 60 calendar days of receipt of the deficiency correction order. The Department may modify the plan of correction by providing notice to the Licensed or Approved Provider. The Licensed or Approved Provider may submit a written request for administrative reconsideration of the modified plan of correction, or any portion thereof, within seven calendar days of receipt of notice.
- B. The plan of correction shall set forth, with respect to each deficiency, the specific corrective step(s) to be taken, a timetable for each step, and the date by which full compliance will be achieved. The timetable and the compliance dates shall be consistent with achievement of compliance in the most expeditious manner possible. The plan of correction shall be signed by either the Licensed or Approved Provider or his or her designee.
- C. Where, in the opinion of the Department, the deficiency is not capable of correction within 60 calendar days, the Licensed or Approved provider shall submit a written plan for correction of the deficiency in a reasonable manner within 14 calendar days of such determination by the Department. The plan of correction shall comply with 105 CMR 164.017(B). The Department may modify the plan of correction by providing notice to the Licensed or Approved Provider. The Licensed or Approved Provider may submit a written request for administrative reconsideration of the modified plan of correction, or any portion thereof, within seven calendar days of receipt of notice.
- D. **Fines.** If a Licensed or Approved Provider fails to remedy or correct a cited deficiency by the date specified in the deficiency correction order or fails to remedy or correct a cited deficiency by the date specified in a plan of correction as accepted or modified by the Department, the Department may:
 - 1. Suspend, limit, restrict or revoke the Provider's License or Approval;
 - 2. Impose a civil fine upon the Licensed or Approved Provider not to exceed \$1,000 per deficiency for each day the deficiency continues to exist beyond the date prescribed for correction;
 - 3. Pursue any other sanction as the Department may impose administratively upon the Licensed or Approved Provider; or
 - 4. Impose any combination of the penalties set forth in 105 CMR 164.017(D)(1)-(3), inclusive.
- E. **Administrative Reconsideration of civil fines.**
 - 1. Request for Administrative Review. The Licensed or Approved Provider may submit a written request for administrative reconsideration within seven calendar days of receipt of notice of the fine on forms approved by the Department. The request for review must fully state and support the reasons why a waiver or reduction of a fine is warranted, including specific reference to all relevant factors under 105 CMR 164.000 and any and all supporting documentation.
 - 2. The Commissioner or designee shall conduct an administrative review, based solely on the evidence presented within the written request and Department records, and shall issue a written decision. This decision shall constitute a final agency decision in an adjudicatory proceeding subject to judicial review pursuant to M.G.L. c. 30A, § 14.
 - 3. The failure to file an appeal requesting administrative review within seven calendar days of receipt of the notice constitutes a waiver of the right to request reconsideration and all fines set forth in the notice shall be imposed. The payment of a fine constitutes a waiver of the right to appeal.

Description of Non-Compliance: Description of the issue.
Instructions for Response: Instruction to resolve the issue.

Program Response Information

Plan Submitted Date: May 16, 2021
Corrective Action Plan: The program's response.
Evidence Submitted Date: May 16, 2021
Corrective Action Evidence: The Program's Evidence of Corrective Action.

3. View Closed DCO Line Items

Once a line item is closed by BSAS staff, it will be visible on the Closed DCO Line Items page shown below.

Home > Programs > Test program- demo only > Closed DCOs

Closed DCO Line Items

All of your program's closed application DCO line items are displayed below.

Closed Line Item | 164.073 - Individual Treatment Plan | Closed Date:

Site Location(s)	• 27 congress street Salem, MA 01907 - (Main Site)
Date Received:	Jul 18, 2012
Corrective Action Plan Due Date:	
Corrective Action Evidence Due Date:	

Regulation:

164.073 - Individual Treatment Plan
For each client admitted, the licensee shall complete an individual treatment plan which includes the following elements, as well as elements prescribed for each level of care in Part Two of these regulations
(A) The treatment plan, and all subsequent updates, shall include documentation of at a minimum the following information:
(1) A statement of the client's strengths, needs, abilities and preferences in relation to his/her substance abuse treatment, described in behavioral terms;
(2) Evidence of the client's involvement in formulation of the treatment plan, in the form of the client's signature attesting agreement to the plan;
(3) Service to be provided;
(4) Service goals, described in behavioral terms, with time lines;
(5) Clearly defined staff and client responsibilities and assignments for implementing the plan;
(6) Description of discharge plans and aftercare service needs;
(7) Aftercare goals;
(8) The date the plan was developed and revised;
(9) Signatures of staff involved in the formulation or review of the plan; and
(10) Documentation of disability, if any, which requires a modification of policies, practices, or procedures and record of any modifications made
(B) The licensee shall ensure that individual treatment plans are reviewed with the client and amended as necessary. When treatment continues for three months or more, treatment plans shall be reviewed at least once every three months. The client and staff reviewing the plan shall sign it, and it shall be incorporated into the client's record. If there has been no client contact over a three-month period, the client shall be discharged from care and the case closed.
(C) Plans developed or revised by a Counselor shall be reviewed and signed by his/her supervisor.

Description of Non-Compliance: System generated

Instructions for Response: -

Closed Line Item | 164.010 - Evaluation of Application and Suitability of Applicant or Licensee | Closed Date: ▼

Closed Line Item | 164.044 - Training and Supervision | Closed Date: ▼