Qlarant Desk Review Procedures

In light of the emerging coronavirus (COVID-19) pandemic Qlarant has discontinued all onsite and in person review activities and interviews effective immediately and will be implementing the following Desk Review Procedures when conducting Provider Discovery Reviews until further notice. Please note for Person Centered Reviews the only change in procedures is the in-person interview will be done via phone with the person and proxies if needed.

Qlarant will provide APD Region offices a list of providers slated for review at the beginning of each month. APD Region will review & approve the list of providers scheduled for review prior to those providers being contacted by the QAR.

Sampling

The QAR will utilize the existing matrices for sampling. There will be no unannounced records. Those that would have been identified as unannounced will be included in the names given to the provider during the phone call but no interviews will take place with those individuals. If any of the persons selected have no claims during the designated period of review, the QAR will modify the six-month period of review to capture claims for when services were provided.

Phone Call

QAR's will initiate a phone call to the provider utilizing the approved script to schedule the review. During this phone call, the QAR will verify the provider's email address and provide the names of individuals sampled for service specific record reviews.

The QAR will also ask the provider to send a list of all employees within seven calendar days that includes the following information:

- Whether or not the employee works with someone that has a behavior plan that included reactive strategies,
- Whether or not the employee administers medications
- Whether or not the employee transports anyone using their own vehicle or company vehicle
- What services the employee provides
- Employee hire date and annual in-service training period

The QAR will ask the provider to schedule phone interviews with the individuals selected, send the phone interview schedule, and contact information within seven calendar days. The QAR will explain during the phone call that the provider has 14 calendar days to securely submit the documentation through RightFax, Secure Share, or by US mail if they do not have the electronic means. The QAR will ask the provider to send all documents in a one-time submission in order to keep this process as organized as possible and to help with tracking purposes.

The reviewer will accept any and all information sent in that 14-day window. The QAR will schedule a date and time for a phone review with the provider to occur after the 14 days

providers have to submit the documentation. The QAR will inform the provider that they will have an additional three business days to submit any missing documentation after the phone review.

Email

The QAR will then send an email to the provider through Secure Share the same day of the initial phone call to schedule, which starts the clock for the 14 days. This email will include the names of persons being reviewed, directions for the methods the provider can share the information as well as lists for all of the services they provide that explain which documentation should be sent.

Documents

Documents that come in through Secure Share will be directed to the QAR. Documents that come in through Right Fax will be directed to the RightFax library in each team's portal folder. Documentation that comes in through the US Mail will be scanned and uploaded into the QAR's portal folder. It is the QAR's responsibility to organize all material sent to them and store it in their portal folder.

Review

Upon receipt of the provider's employee list the QAR will contact the provider within one business day with the employee names that were selected for the review. This will give the provider time to compile the employee records and submit them with the rest of the documentation required for the review. The date the QAR shares the employee names will serve as the review date for employee records. This means all trainings and screenings must be completed prior to the date the QAR shares the employee names.

QARs will complete the phone interviews with individuals and their proxies prior to the scheduled phone call to review findings with the provider. QAR will review all information sent by the provider prior to the scheduled phone call, making a list of any missing information.

The date of the scheduled phone call with the provider to review findings will serve as the date of the review in Fenix. During the scheduled phone call the QAR will discuss items not found and seek direction on where to look for the missing items. If there is any missing information, the QAR will inform the provider they have three business days to submit the missing documentation. The QAR will review the new documents sent and then call the provider to go over the Preliminary findings. Once the review is complete, the QAR will complete the preliminary findings and send them to the provider via Secure Share. The QAR will ask the provider to sign them electronically and send them back within 24 hours through Secure Share. QAR will attach signed preliminary findings to the report in Fenix.

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The QAR will have ten days to complete the report in Fenix from the time of the scheduled phone call with the provider. The QAR will make every attempt to complete all reviews within the month they take place.

Non-compliance

In line with our non-compliance procedures through this process any provider that does not respond to two attempts to schedule, does not send in documentation, does not adhere to the 14-day timeframe given could be at risk for being non-compliant with documentation being scored "Not Met".

If a provider anticipates a problem or has difficulty complying with a review, they should let the QAR know right away.   The QAR will make every effort to work with the Provider and the APD Region to address any issues and concerns with requested documentation, submission procedures, and timeframes.