

## **Qlarant Desk Review Procedures – CDC+ Representatives**

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 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.

For CDC+ Representatives selected for review, a Qlarant Reviewer will call to schedule and coordinate with the Representative on how best to complete the Desk Review Process.

### **Phone Call**

QAR's will initiate a phone call to the CDC+ Representative to schedule the review. During this phone call, the QAR will verify the CDC+ Representative's email address, ask how they keep documentation and determine the best way to complete the desk review.

The QAR will explain during the phone call that the CDC+ Representative will have 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 CDC+ Representative 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. QAR will also point out that if choosing to mail documents, the CDC+ Representative must send copies not originals since documents will not be returned to them.

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 CDC+ Representative to occur after the 14 days they have to submit the documentation. The QAR will inform the CDC+ Representative 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 CDC+ Representative 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 a checklist to help the CDC+ Representative gather the documents needed and directions for how the CDC+ Representative can securely submit information.

### **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.

## **Qlarant Desk Review Procedures – CDC+ Representatives**

### **Review**

The date of the scheduled phone call with the CDC+ Representative 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 CDC+ Representative they have three business days to submit the missing documentation. The QAR will review the new documents sent and then call the CDC+ Representative to go over the Preliminary findings. Once the review is complete, the QAR will complete the preliminary findings and send them to the CDC+ Representative via Secure Share. The QAR will ask the CDC+ Representative to sign them electronically and send them back within 24 hours through Secure Share. QAR will attach signed preliminary findings to the CDC+ Representative report in Fenix.

The QAR will have ten days to complete the CDC+ Representative report in Fenix from the time of the scheduled phone call with the Representative. 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 CDC+ Representative 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 CDC+ Representative 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 CDC+ Representative and the APD Region to address any issues and concerns with requested documentation, submission procedures, and timeframes.