



Florida Statewide Quality Assurance Program

Orientation

Area

2010





Introduction to the Team

- **Program Director**
 - **Charmaine Pillay**
- **Regional Managers**
 - **Kristin Allen**
 - **Theresa Skidmore**
 - **Carol McDuff**
 - **Elizabeth Townsend**
- **VP of Disability Related Programs**
 - **Bob Foley**



Introduction to the Team

- **Area __ Quality Assurance Reviewers**

- **Analytic Team**
 - **Sue Kelly**
 - **Lori Reid**
 - **Yani Su**



Introduction to the Team

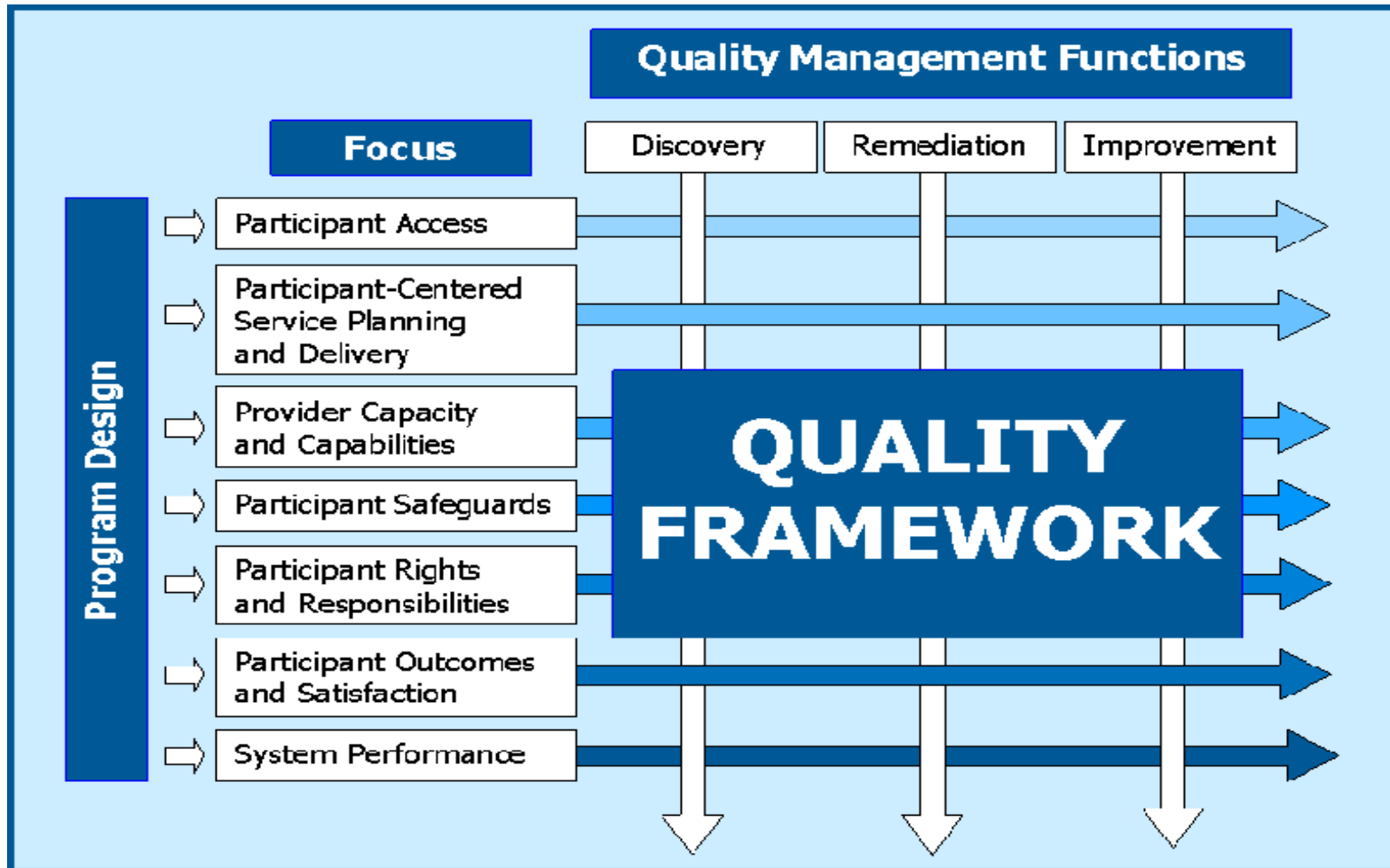
- **Registered Nurse Reviewer**
 - **Linda Tupper**
- **Customer Service**
 - **Said Sanchez**
- **Agency for Health Care Administration (AHCA)**
 - **Melanie Johnson**
- **Agency for Persons with Disabilities (APD)**
 - **Dave Robinson**
 - **Steve Dunaway**
- **Area APD staff and Crew!**



APD Quality Management Strategy

- **Based on the HCBS Quality Framework Model developed by Centers for Medicare and Medicaid Services (CMS)**

- **Three Quality Management Functions**
 - **Discovery - Delmarva (contracted vendor)**
 - **Remediation - APD Area Office**
 - **Improvement - APD Central Office**





Purpose of the Quality Assurance Contract

- **To evaluate the effectiveness of every provider involved in the life of a person**
- **To measure the efficiency and efficacy of the entire HCBS waiver service delivery system**
- **To help ensure the person is involved in the Support Plan and providers follow the Support Plan as written**



What's the same...

- **Standards & Requirements are taken directly from Medicaid Waiver Coverage and Limitations Handbook**
- **Transparency – All Tools, Policies and Procedures will be posted to our website**
- **Review processes include feedback from individuals, documentation, provider input & observation**



What's Different...

- **Delmarva's role – *Discovery***
- **APD's Role - *Remediation***
- **Shift from Consult to Review**
- **National Core Indicator's (NCI)**
- **Individual Interview Instrument (III)**
- **CDC+ to be reviewed**
- **No Desk Reviews**
- **No Follow-up or Documentation Submission**



Discovery Process

Person Centered Review (PCR)

Person Centered Reviews assess support delivery systems from the perspective of individuals

Provider Discovery Review (PDR)

Provider Discovery Reviews evaluate provider performance, based on service delivery measures and program standards



Discovery Process Eligible Services

- **Adult Day Training**
- **Behavior Analysis**
- **Behavior Assistant**
- **Companion**
- **In Home Support**
- **Personal Care Assistance**
- **Residential Habilitation**
- **Respite Care**
- **Special Medical Home Care**
- **Support Coordination**
- **Supported Employment**
- **Supported Living Coaching**



Person Centered Reviews

- **Begins with a face-to-face interview with the individual**
- **Includes a review of supports & services specific to that individual**
- **Includes a review of the Cost Plan, Support Plan, Implementation plan and service records from each provider rendering services to the individual**



Pre-Discovery Activities

- **Sampling process**
 - **Two individuals per Support Coordinator/CDC+ Consultant are randomly selected for the PCR**
 - **Notification Letters**
 - **Scheduling**



Tools used for a Person Centered Review

- ✓ **National Core Indicator Interview**
- ✓ **Individual Interview Instrument**
- ✓ **Health & Behavioral Assessment**
- ✓ **Service Specific Record Review Tool**



Person Centered Reviews

National Core Indicators

- **A process being used by 29 states to gather information about the lives of people with intellectual/developmental disabilities**
 - **Enables states to compare data – apples to apples**
 - **Data from NCI are confidential and will only be used at the Area or Statewide level**
 - **Not used in decision-making regarding a provider's performance**



Person Centered Reviews

Individual Interview Instrument aka the I³

- **Capture information from the perspective of the person**
- **Determine whether services are effectively implemented in accordance with the persons unique needs, expressed preferences & decisions concerning his/her life**
- **Gather information specific to the individual's desired goals, outcomes and satisfaction with services**



Person Centered Reviews

Individual Interview Instrument aka the I³

Twelve Elements of Accomplishment/Attainment

1. **Choice of services and supports**
2. **Active participant in life decisions**
3. **Directing the design of services, identifying needed skills and strategies to accomplish goals**



Person Centered Reviews

Individual Interview Instrument aka the I³

4. **Participant in review of services, directs changes desired to assure outcomes/goals**
5. **Necessary supports in place to meet needs and goals**
6. **Free from abuse, neglect, and exploitation**
7. **Safety and ability to take care of self**
8. **Health**



Person Centered Reviews

Individual Interview Instrument aka the I³

9. Rights education, support to exercise rights, dignity, respect and privacy
10. Achievement of goals, support to show progress made toward accomplishment of goals
11. Satisfaction with supports & services received
12. Development of desired community roles



Person Centered Reviews

Health & Behavioral Assessment

- **Current physicians/specialists**
- **Current dentist**
- **Current medications**
- **Current therapeutic services**
- **Behavioral supports**
- **Changes in health status**
- **Insurance – Medicare? Private pay?**



Person Centered Reviews

Medical Peer Review – to determine if:

- The person is receiving appropriate physical, dental, behavioral health care
- Services meet professionally recognized standards of healthcare
- Additional follow-up is needed, focused review, referrals to Area Medical Case Manager, Area Behavior Analyst, Medical Director review or Expert Specialist review



PCR/PDR Individual Record Review

- **Completed for each person sampled in either a PCR or PDR**
- **12 Months of documentation maintained for each service is reviewed**
- **Review documentation required for monitoring/reimbursement including:**
 - **Support Plans, Implementation Plans**
 - **Cost Plans, Service Authorizations**
 - **Service Logs, Progress Notes, Monthly Summaries, Quarterly Reviews, Annual Reports, etc.**



Service Specific Individual Record Review

- **Does the service meet the person's needs/desired outcomes?**
- **Does the service match the description of the service per the Handbook?**
- **Does the service stay within the limitations per the Handbook? Does the service stay within the limitations of the Service Authorization?**
- **Does the record match the person's Support Plan?**



Provider Discovery Review

- ✓ **Centers around the provider's service delivery system**
- ✓ **Evaluates performance in delivering appropriate services and supports to assist the person in achieving personal goals/outcomes and meeting identified needs**
- ✓ **Assesses provider's compliance with Waiver Handbook requirements, rules, and policy**



Provider Discovery Reviews

Eligible Services

- **Adult Day Training**
- **Behavior Analysis**
- **Behavior Assistant**
- **Companion**
- **In Home Support**
- **Personal Care Assistance**
- **Residential Habilitation**
- **Respite Care**
- **Special Medical Home Care**
- **Support Coordination**
- **Supported Employment**
- **Supported Living Coaching**



Provider Eligibility Criteria

- ✓ **All Providers of any of the 12 services are potentially eligible for review on an annual basis**

With the exception of.....



Deemed Status – Year 1

- ✓ **Score of Achieving**
- ✓ **Implementing with 100% on MSR's/no Alerts**
- ✓ **85% or higher on last Desk Review**

Deemed Status for Years 2 - 4 TBD



Tools used for a Provider Discovery Review

- ✓ **Service Specific Individual Record Review**
- ✓ **Administrative Review Tool**
- ✓ **Observation Checklist**



Provider Discovery Reviews

- **Service Specific Individual Record Review**
 - **Individuals who participated in the Person Centered Review process**
 - **Sample of individual records**
 - **Matrix for unannounced Record Reviews to ensure adequate sampling**
 - **Matrix to ensure adequate representation for each type of service a provider renders**



PDR Records Sample Matrix Service Providers	
Individuals Served Per Provider	Number Individuals Sampled
1 - 29	At least 1 per eligible service, a minimum of 2 per provider
30 - 99	At least 1 per eligible service, a minimum of 3 per provider
100 - 199	At least 1 per eligible service, a minimum of 5 per provider
200+	At least 1 per eligible service, a minimum of 10 per provider



Provider Discovery Reviews

- **Administrative Review Tool**
- ✓ **Policy and Procedures**
- ✓ **Minimum Education/Experience**
- ✓ **Training**
- ✓ **Background screening**
 - **Notarized Affidavit of Good Moral Character**
 - **Local law**
 - **FDLE clearance**
 - **FBI clearance**
 - **5-Year rescreening**



Provider Discovery Reviews

➤ Observation Review Checklist

- Group homes (up to 10 locations)
- Adult Day Training locations

The focus of these observations will be used to determine if:

- ✓ There are health and safety concerns
- ✓ There are rights restrictions/violations
- ✓ The provider uses a person centered approach to service delivery



Provider Discovery Reviews

➤ Observation Review Checklist

- ✓ People are treated ethically and fairly
- ✓ Support plans and behavior plans are deployed appropriately
- ✓ There are any abuse, neglect or exploitation issues
- ✓ There is appropriate staffing to meet required ratios



Scoring

- **A Numerical Percentage will be used for reporting findings**
 - **Met**
 - **Not Met**
 - **Not Applicable**



Reporting

PCR reports

- Record Review score for each provider
- Findings from Individual Interview Instrument
- Health & Behavioral Recommendations
- Alerts
- Additional Recommendations
- Available on the FSQAP website for AHCA/APD
- Available to WSC
- Available to individuals/guardians at their request



Reporting

PDR reports

- **Score reflecting results of individual record reviews, administrative record reviews, and observations**
- **Alerts**
- **Potential Recoupment**
- **Available on the FSQAP website for APD/AHCA**
- **Mailed to providers**



Non-Compliance Procedures

Non Compliant providers are those:

- **Who do not respond to at least two attempts to schedule reviews**
- **Who do not make individual records available for review purposes**
- **Who are a “no-show” after a review has been scheduled**

Result: Scored as Not Met on all elements of the review



Reconsiderations

- **Only for recoupment items**
- **Requests must be made in writing and received within 30 days of receipt of the PCR or PDR report**
- **Conducted by the Quality Assurance Supervisor within 30 days of receipt of the request**
- **Following the reconsideration, any provider that fails to void/adjust or payback the cited non-compliant items, will be referred to AHCA's Medicaid Program Integrity (MPI) for fraud investigation**



Florida Statewide Quality Assurance Program

- **Customer Service Representative**
 - **Said Sanchez**
 - **Phone # 1 (866) 254-2075**
 - **Fax# 1 (813) 977-0027**
 - **sanchezs@dfmc.org**



Stay Tuned...

**All Review Tools & Procedures will be
posted to Delmarva's Florida website
www.dfmc-florida.org**

Thank You!!!