



# Setting the Stage: The Discovery Review Processes

Agency for Persons with Disabilities

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## Delmarva Presenters

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## Frequently Asked Questions

- What is acceptable proof of documentation sent to the WSC?
- When during the review may a provider submit supporting documentation?
- Is there a tracking system to identify trends with WSC's who may be coaching individuals to decline interviews?
- If there are two different PDRs posted in the system for the same provider, which do I go by?



## More FAQs

- Why is documentation that was Met on a previous review, Not Met on a current review?
- What is the time frame providers may expect to be contacted once they receive the notification letter?
- What documentation is acceptable to meet Level II screening requirements?
- What documentation is cited for recoupment?



## More FAQs

- Does staff who do not administer medications have to be validated on medication administration training?
- What is Delmarva's procedure when a provider is cited for an "Alert"?
- For required staff training, who can provide the training, i.e., CPR, Need and Characteristics, Medication Validation?



# Behind The Scenes of The Discovery Process



## Behind the Scenes of the Discovery Process

- Notification of upcoming review to the Providers
- What is Delmarva's procedure for providers who are noncompliant with the review process?
- Quality Assurance Reviewer (QAR) contacts the Provider to schedule either the Provider Discovery Review (PDR) or the Person Centered Review (PCR)
- QAR documents contact efforts via the "Contact Log"



## More Behind the Scenes

- Via phone call, QAR reviews the information/documentation expected to be available during the review
- QAR schedules Review with the provider
- Email Notifications concerning upcoming reviews are sent to APD Area offices weekly





## Behind the Scenes for the PCR

- QAR works with WSC to schedule interview with the individual
- Individual is given option to participate, if the person declines the next person on WSC caseload is contacted (WSC caseload has been randomly sorted)
- QAR confirms providers serving person who are eligible for review
- QAR obtains any other pertinent information (i.e. Guardianship status, family contact information etc)



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# Action! The Review Begins



## Action! The Person Centered Review

- Interview is conducted with the person at location chosen by the person
- Face to Face interview includes...
  - ✓ National Core Indicator Survey
  - ✓ Individual Interview Instrument
  - ✓ Health & Behavioral Questionnaire
- Record Review is completed with each eligible service provider at mutually agreed upon location



## Action! The Person Centered Review

- The QAR conducts the record review interactively with the provider
- During the review the QAR is clear on any elements found as Not Met with the provider
- During the review the QAR is clear on any Alerts and required follow-up
- The QAR is clear on any potential recoupment identified and why



# Closing Credits: The Person Centered Review Report

- Demographics
- Record Review Results by Service
- Potential Recoupment Reported to AHCA
- Alert Details
- Service Specific Issues from Record Reviews
- Other Waiver Services Currently Received by the Person
- Discovery



## Action! The Provider Discovery Review

- The QAR arrives at the Providers office
- The QAR reviews the schedule and documentation requirements and expectations
- The QAR conducts the review interactively with the provider
- During the review the QAR is clear on any elements found as Not Met with the provider



## Action! The Provider Discovery Review

- During the review the QAR is clear on any Alerts and required follow-up
- The QAR is clear on any potential recoupment identified and why



## That's a Wrap; The Provider Discovery Review

- QAR completes the “Preliminary Findings” report
- The Provider is requested to sign the “Preliminary Findings” report





# Closing Credits: The Person Discovery Review Report

- Demographics
- Record Review Results by Service
- Alert Details
- Potential Recoupment Reported to AHCA
- Administrative Review Results at Agency & Employee Levels
- Detailed Issues from Record Reviews by Service and Individual
- Recoupment Details
- Discovery



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**QUESTIONS?**



## Data for Review

- Monthly Production Reports
- Quarterly Dashboards
- Quarterly and Annual Report



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**QUESTIONS?**