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Florida Statewide Quality Assurance Program

CDC+ & Quality Assurance: What You Need To Know and Are You Ready? morning session 11/19/2010 - Tallahassee 12/1/2010 - Sunrise 12/2/ 2010 - Tampa



Introductions

- Rhonda Sloan APD
- Charmaine Pillay & Theresa Skidmore Delmarva Foundation



Welcome and Ground Rules

- ✓ Respect
 ✓ Sign-In Sheet
- ✓ Cell Phones

✓ Handouts

Questions

Housekeeping

Purpose of Training

- Describe the Delmarva Discovery Process
 - Provider Discovery Review
 - Person Centered Review

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- Describe & Review sample forms and documentation CDC+ Representatives are required to keep in their file
- Answer questions

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Consumer Directed Care (CDC+)

 CDC+ began in Florida in 2000 as a research & demonstration waiver

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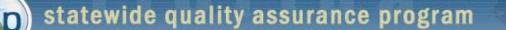
- In March 2008 CDC+ became a permanent Florida Medicaid State Plan Option
- Program was approved for expansion and currently there are approximately 1552 CDC+ Participants
- CDC+ Participants are included in Delmarva's sample for Person Centered Reviews
- Effective October 1st CDC+ Representatives are included in Delmarva's Provider Discovery Reviews



Delmarva Foundation

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- Awarded the original Florida Statewide Quality Assurance Program contract through a competitive bid process in 2001.
 - Over 8+ years conducted thousands of individual interviews and provider reviews utilizing AHCA and APD approved procedures.
- Awarded new contract through a competitive bid process effective January 1, 2010.
 - Contract includes the review of CDC+ activities in addition to previously reviewed HCBS Waiver activities.
 - Current four-year FSQAP contract is managed by AHCA in partnership with APD.



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Delmarva Foundation — Florida

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Effective October 1st 2010: Why is Delmarva going back and conducting Provider Discovery Reviews with CDC+ Representatives?



Discovery Process

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Person Centered Review (PCR)

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Assess support delivery systems from the perspective of individuals

Provider Discovery Review (PDR)

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Evaluate provider performance, based on service delivery measures and program standards



CDC+ and Provider Discovery Review Process

- Selection Process: Who gets reviewed and why?
- Who can participate?
- Scheduling
- Where is the review held?



Non-Compliance Procedures

(handout #1)

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Non Compliant Representatives 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 standards of the review

CDC+ Participant/Representative Tool (handout #2)

- 14 Standards
- Scoring: Yes No Not Applicable (NA)
- CDC+ Participant Notebook page Reference
- We will review each standard and provide handout showing Sample of documentation

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CDC+ Participant/Representative Tool

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- Standard 1: Complete and Signed Participant/Representative Agreement is available for review (handout #3)
- Standard 2: Receipts and Detailed Monthly Logs for cash Purchases are available for review (handout #4)
- Standard 3: Signed and approved timesheets for all Directly Hired Employees (DHE) are available for review (handout #5)
- Standard 4: Signed and approved invoices for vendor Payments are available for review (handout #6)

CDC+ Participant/Representative Tool

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- Standard 5: Signed and approved receipts and/or statement of "Goods & Services" received are available for review (handout #7)
- Standard 6: Complete employee packets for all Directly Hired Employees are available for review (handout #8)
- Standard 7: Complete vendor packets for active vendors and independent contractors are available for review (handout #9)

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CDC+ Participant/Representative Tool Background Screening

- Standard 8: Background screening results for all Directly Hired Employees are available for review. (Screening level requirements are outlined in the Participant Notebook)
 - Signed and Notarized Affidavit of Good Moral Character (handout #10)
 - Proof of Local Background Screening (handout #11)
 - ✓ FDLE Clearance (handout #12)
 - FBI Clearance Letter (Required for level 2) (handout #13)
 - ✓ 5 Year Re-Screening (handout #14)

CDC+ Participant/Representative Tool

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- Standard 9: Complete and signed job descriptions for each service provider are available for review (handout #15)
- Standard 10: Signed Employee/Employer Agreement for each directly hired employee (DHE) is available for review (handout #16)
- Standard 11: Signed and approved Purchasing Plan is available for review (handout #17)



CDC+ Participant/Representative Tool

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- Standard 12: Copies of current Support Plan and <u>approved</u> Cost Plan are available for review (handout #18 & 19)
- Standard 13: Emergency Backup Plan is complete and available for review (handout #20)
- Standard 14: Corrective Action Plan (if applicable) is signed by Participant/Representative and available for review (handout #21)



Reporting Alerts

If at any point during the Discovery Process a Quality Assurance Reviewer uncovers:

- Any indication of abuse, neglect, exploitation
- Concerns related to medical, behavioral, rights, health, safety, and/or mistreatment

An Alert is "turned on" and Reporting procedures are followed



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Reporting Alerts

Alerts are reported to:

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The abuse registry (if needed)

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- Local APD is notified by telephone immediately
- An alert notification form is completed and sent to APD Area Office, AHCA and Central APD within 2 business days

Please note: Missing Background Screening documentation is considered an Alert

Provider Discovery Report

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- A copy of the completed report is mailed to the CDC+ Representative within 30 days of the review
- Local APD Area Office, APD Central Office and AHCA have access to view reports via a secure website



Role Play: So what does a Provider Discovery Review with a CDC+ Representative look and sound like?

- CDC+ Representative: Josephine Sample
- Delmarva Quality Assurance Reviewer: Theresa Skidmore



Tips

- The more organized you are, the easier it will be to know what you have and what you are missing **before** we show up.
- Background screening- Make copies of anything you send (even fingerprint card)
- Keep everything
- Make sure you have everything for every person/vendor you employ
- Track 5-year re-screening and initiate at least 3 months prior

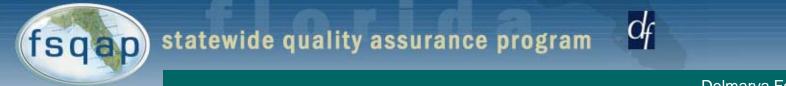


Any Questions?



Florida Statewide Quality Assurance Program

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 - www.DFMC-Florida.org



Please Complete the Training Evaluation

All Review Tools & Procedures are posted to Delmarva's Florida website http://www.dfmc-florida.org

Thank You!!!