



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
- ✓ Cell Phones
- ✓ Questions
- ✓ Sign-In Sheet
- ✓ Handouts
- ✓ Housekeeping



Purpose of Training

- Describe the Delmarva Discovery Process
 - Provider Discovery Review
 - Person Centered Review
- Describe & Review sample forms and documentation CDC+ Representatives are required to keep in their file
- Answer questions



Consumer Directed Care (CDC+)

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

- 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.



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



Discovery Process

Person Centered Review (PCR)

**Assess support
delivery systems
from the perspective
of individuals**

Provider Discovery Review (PDR)

**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)

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



CDC+ Participant/Representative Tool

- **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

- **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**)



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

- **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

- **Standard 12:** Copies of current Support Plan and approved 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



Reporting Alerts

Alerts are reported to:

- The abuse registry (if needed)
- 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

- 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

- **Customer Service Representative**
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Please Complete the Training Evaluation

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

Thank You!!!