



Toll Free Contact
Customer Service
1-866-254-2075

July 26, 2010

TRACEY HUDDLESTON
TOTAL DAILY CARE INC
5380 MARTIN LUTHER KING ST S
ST PETERSBURG FL 33705-5110

Tracey Huddleston:

Attached is your Provider Discovery Review Report (PDR) that was recently completed by a Delmarva Foundation Quality Assurance Reviewer.

If you dispute the findings of the review, all requests for reconsideration must be received within 30 days of receipt of the PDR report. You have the option of submitting the reconsideration in writing or by fax to the Tampa or Tallahassee address located below.

If you have any questions about this Provider Discovery Review report, please contact our Customer Service Representative at 1 866-254-2075.

Thank You,

Charmaine Pillay
Director of Florida Programs
Delmarva Foundation

Attachments

Tallahassee Office
2039 Center Point Blvd
Suite 202
Tallahassee, FL 32308-4366
(850) 671-5096
(850) 878-2958 Fax

Tampa Office
Tampa Oaks II
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(866) 254-2075
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Provider Discovery Review (PDR) Report

**TOTAL DAILY CARE INC
5380 MARTIN LUTHER KING ST S
ST PETERSBURG, FL 33705-5110**

Provider ID: 688242198	Review ID: 2992	APD Area: 23
Phone Number: (727) 866-3504	Provider Type: Agency	
Review Start Date: 04/15/2010	Review Period: 04/01/2009 - 03/31/2010	
Lead Reviewer: Christine Kulaga	Review Type: PDR Annual	
Number of individuals served: DD Waiver 13; CDC+ 0		

Overall PDR Score: 75%

Record Review Results by Service

Services	Weighted Score* (# standard)	Number of Individuals Served	Alerts	Recoups	Number of Observation Locations	Number of Records Reviewed
Companion	71% (17/24)	1	0	0	0	1
In Home Support Services	75% (21/28)	5	0	0	0	1
Personal Care Assistance	60% (12/20)	2	0	0	0	1
Respite	52% (11/21)	1	0	1	0	1
Supported Living Coaching	80% (72/90)	4	0	2	0	1

*Critical standards are weighted more than others in determining the overall record review score, which may cause a variation in scores. Critical standards are specific to health, safety, and potential recoupment concerns.

Potential Recoupment Reported to AHCA

Service	Standard	Number of Times Cited
Respite	The provider has service logs for each date of service that are reflective of the individual's communicated personal goals.	1
Supported Living Coaching	The current Implementation/Transition Plan and all required components are in the record.	1
Supported Living Coaching	The provider renders the service in accordance with the service authorization and the Handbook.	1

Administrative Review Results

Weighted Score: 80%

Standards Not Met at Agency Level

Standard Number	Standard Not Met	Reason Not Met
51	The provider has written policies and procedures that address the provider's staff training plan and that specify how pre-service and in-service activities will be carried out including HIV/AIDS training pursuant to Chapter 381.0035, F.S., CPR, and all other mandated training.	The provider does not have written policies and procedures that address the provider's staff training plan and that specify how pre-service and in-service activities will be carried out, including HIV/AIDS training pursuant to Chapter 381.0035, F.S., CPR,
54	The provider has evidence of teaching the individual/legal representative about the grievance policy.	The provider does not have evidence of teaching the individual/legal representative about the grievance policy.
55	Individuals sign the provider's grievance policy within 30 days of beginning services and annually thereafter.	Individuals did not sign the provider's grievance policy within 30 days of beginning services. Individuals do not sign the provider's grievance policy annually.
59	The provider maintains a current table of organization, including board of directors (when applicable), directors, supervisors, support staff, and all other employees.	The provider does not maintain a current table of organization, including board of directors (when applicable), directors, supervisors, support staff, and all other employees.
67	The provider has evidence of monitoring and reviewing projected service outcomes for Supported Living Coaching.	The provider does not have evidence of monitoring and reviewing Projected Service Outcomes.

Employee Record Review - Standards Not Met

Standard Number	Employee Reviewed	Standard Not Met	Reason Not Met
10	Shaniqua Brown	The provider received training specific to the needs or characteristics of the individual as required to successfully provide services and supports. (Included in 34 hour Statewide and 26 hour Area Specific training for WSCs/CDC+ Consultants)	The provider did not provide evidence of completion of training specific to the needs and characteristics of the individuals served.
10	Tracey Huddleston	The provider received training specific to the needs or characteristics of the individual as required to successfully provide services and supports. (Included in 34 hour Statewide and 26 hour Area Specific training for WSCs/CDC+ Consultants)	The provider did not provide evidence of completion of training specific to the needs and characteristics of the individuals served.

15	Tracey Huddleston	The provider received training in Cardiopulmonary Resuscitation (CPR).	The provider's certification for this training has expired.
16c	Tracey Huddleston	The provider received 8-hrs of annual in-service related to implementation of individually tailored services specific to Supported Living Coaching.	The provider completed some but not all of the required 8 hours of annual ongoing training.
2	Tracey Huddleston	The provider received training in Zero Tolerance.	The provider did not present a certificate of completion from an approved trainer or the unofficial transcript from TCC.
3	Tracey Huddleston	The provider received training in Direct Care Core Competency.	The unofficial transcript for Direct Care Core Competency did not reflect a passing score (S).
5	Shaniqua Brown	The provider received training in Person Centered Approach/Personal Outcome Measures. (5 day POM training for WSCs addressed under WSC specific training requirements)	The provider did not provide evidence of completion of training specific to person centered approach/personal outcome measures.
6	Shaniqua Brown	The provider received training with an emphasis on choice and rights(Included in 34 hour Statewide and 26 hour Area Specific training for WSCs/CDC+ Consultants)	The provider did not provide evidence of completion of training specific to rights and choice.
8	Shaniqua Brown	The provider received training on the Medicaid Waiver Services Agreement, its Attachments and the Developmental Disabilities Waiver Services Coverage and Limitations Handbook and its appendices. (Included in 34 hour Statewide and 26 hour Area Specific training for WSCs/CDC+ Consultants)	The provider did not provide evidence of completion of training specific to the Medicaid Waiver Services Agreement, its attachments and the Developmental Disabilities Waiver Services Coverage and Limitations Handbook and its appendices.

Detailed Issues from Record Reviews by Service and Individual

Companion Weighted Score: 71%

Standards scored as Not Met from individual record reviews.

Standard Number	Standard Not Met	Reason Not Met
11	The provider has a system in place to gather historical information about the person's behavioral and emotional health, with the person's/legal representative's consent.	The provider documentation does not demonstrate provider's efforts to gather historical information.
14	Services are provided at mutually agreed upon times and settings.	The provider is unable to provide documentation that services are provided at times and in settings mutually agreed upon with the individual.
15	The Provider submits documents to the Waiver Support Coordinator as required.	The provider did not have proof of document submission of Service Log (s).

Detailed Issues from Record Reviews by Service and Individual

In Home Support Services Weighted Score: 75%

Standards scored as Not Met from individual record reviews.

Standard Number	Standard Not Met	Reason Not Met
16	The provider has a system in place to gather historical information about the person's behavioral and emotional health, with the person's/legal representative's consent.	The provider has no system to collect historical information regarding health of the person served. The provider has no system to collect information regarding the safety needs of the person.
19	Services are provided at mutually agreed upon times and settings.	Documentation does not indicate the individual agreed upon times and settings.
20	The Provider submits documents to the Waiver Support Coordinator as required.	The provider did not have proof of document submission of copies of service log, monthly. The provider did not have proof of document submission of copies of monthly summary notes at the time of claims submission.

Detailed Issues from Record Reviews by Service and Individual

Personal Care Assistance Weighted Score: 60%

Standards scored as Not Met from individual record reviews.

Standard Number	Standard Not Met	Reason Not Met
6	The provider has a system in place to gather historical information about the person's behavioral and emotional health, with the person's/legal representative's consent.	The provider does not have systems in place to gather personal historical, medical, and behavioral information. The provider documentation does not demonstrate provider's efforts to gather historical information.
10	The provider is aware of the person's recent progress towards or achievement of personal goals.	Documentation indicates the provider is aware but has not addressed the individual's recent progress towards or achievement of personal goals.
12	Services are provided at mutually agreed upon times and settings.	The provider is unable to provide documentation that services are provided at times and in settings mutually agreed upon with the individual.
13	The Provider submits documents to the Waiver Support Coordinator as required.	The provider has not submitted service logs to the Support Coordinator monthly.

Detailed Issues from Record Reviews by Service and Individual

Respite Weighted Score: 52%

Standards scored as Not Met from individual record reviews.

Standard Number	Standard Not Met	Reason Not Met
2	The provider has service logs for each date of service that are reflective of the individual's communicated personal goals.	Service logs do not contain amount billed for each service.
6	The provider has a system in place to gather historical information about the person's behavioral, and emotional health with the person's/legal representative's consent.	The provider does not have systems in place to gather personal historical, medical, and behavioral information. The provider documentation does not demonstrate provider's efforts to gather historical information.
11	Services are provided at mutually agreed upon times and settings.	Documentation does not indicate the individual agreed upon times and settings.
12	The Provider submits documents to the Waiver Support Coordinator as required.	The provider did not have proof of document submission of copies of service log, monthly.

Recoupment Details

Standard Not Met: The provider has service logs for each date of service that are reflective of the individual's communicated personal goals.

date	amount	units
06/04/2009	120.67	1
06/05/2009	120.67	1
06/06/2009	120.67	1
06/07/2009	120.67	1
06/08/2009	120.67	1
06/09/2009	120.67	1
06/10/2009	120.67	1

Detailed Issues from Record Reviews by Service and Individual

Supported Living Coaching Weighted Score: 80%

Standards scored as Not Met from individual record reviews.

Standard Number	Standard Not Met	Reason Not Met
3	The current Implementation/Transition Plan and all required components are in the record.	<p>The current Implementation Plan/Transition Plan does not include the address of the recipient served.</p> <p>The current Implementation Plan/Transition Plan does not include the strategies employed to assist the recipient in meeting the support plan goal(s).</p> <p>The current Implementation Plan/Transition Plan does not identify the system to be used for data collection and assessing the recipient's progress in achieving the support plan goal(s).</p> <p>The current Implementation Plan/Transition Plan does not include the frequency of the supported living service.</p> <p>The current Implementation Plan/Transition Plan does not include how home, health and community safety needs will be addressed and the supports needed to meet these needs.</p> <p>The current Implementation Plan/Transition Plan does not include the method for accessing the provider 24-hours per-day, 7-days per-week for emergency assistance.</p> <p>The current Implementation Plan/Transition Plan does not include a description of how natural and generic supports will be used to assist in supporting the recipient.</p>
7	The Functional Community Assessment is in the file (completed prior to the person moving into the supported living arrangement and updated annually thereafter).	The Functional Community Assessment is not in the file.
11	The provider renders the service in accordance with the service authorization and the Handbook.	Service is not being rendered in accordance with the handbook
22	The provider is aware of the individual's safety needs and safety skills.	Documentation does not indicate the provider is aware of the individual's safety needs and safety skills.
28	The provider is aware of the individual's history regarding abuse, neglect, and/or exploitation.	Documentation does not demonstrate the provider has gathered historical information on abuse, neglect, and/or exploitation.
32	Services are provided at mutually agreed upon times and settings.	The provider is unable to provide documentation that services are provided at times and in settings mutually agreed upon with the individual.
33	The Provider submits documents to the Waiver Support Coordinator as required.	<p>The provider did not submit copies of Service Logs or Time Intervention Logs on a monthly basis.</p> <p>The provider did not submit a copy of the Implementation Plan.</p>

Recoupment Details

Standard Not Met: The current Implementation/Transition Plan and all required components are in the record.

Rate of \$7.91/unit

Date	Amount	Units
4/1/2009	79.10	10
4/9/2009	23.73	10
4/10/2009	79.10	10
4/15/2009	15.82	2
4/22/2009	79.10	10
4/30/2009	79.10	10
5/6/2009	79.10	10
5/13/2009	94.92	12
5/21/2009	79.10	10
5/28/2009	79.10	10
6/4/2009	79.10	10
6/10/2009	31.64	4
6/11/2009	79.10	10
6/17/2009	31.64	4
6/18/2009	79.10	10
6/25/2009	79.10	10
6/26/2009	79.10	10
7/16/2009	79.10	10
7/21/2009	47.46	6
7/22/2009	79.10	10
7/27/2009	71.19	9
7/28/2009	47.46	6
8/5/2009	79.10	10
8/12/2009	79.10	10
8/20/2009	79.10	10
8/27/2009	79.10	10
9/9/2009	79.10	10
9/16/2009	79.10	10
9/23/2009	79.10	10
9/30/2009	47.46	6
10/1/2009	79.10	10
10/5/2009	15.82	2
10/6/2009	15.82	2
10/7/2009	39.55	5
10/12/2009	15.82	2
10/13/2009	63.28	8
10/14/2009	47.46	6
10/21/2009	31.64	4
10/22/2009	79.10	10
10/26/2009	94.92	12
11/3/2009	79.10	10
11/11/2009	79.10	10
11/18/2009	79.10	10
11/25/2009	79.10	10
12/3/2009	79.10	10
12/16/2009	79.10	10
12/23/2009	47.46	6
12/24/2009	31.64	4
12/30/2009	79.10	10
12/31/2009	79.10	10
1/6/2010	63.28	8
1/12/2010	79.10	10

1/21/2010	79.10	10
1/27/2010	79.10	10
2/3/2010	79.10	10
2/11/2010	79.10	10
2/18/2010	79.10	10
2/24/2010	79.10	10
3/4/2010	79.10	10
3/11/2010	79.10	10
3/17/2010	79.10	10
3/18/2010	94.92	12
3/22/2010	15.82	2
3/24/2010	63.28	8

Standard Not Met: The provider renders the service in accordance with the service authorization and the Handbook.

Provider billed @ agency rate vs. solo rate:
 Billed rate of \$7.91/unit

Date	Amount	Units
4/1/2009	79.10	10
4/9/2009	23.73	10
4/10/2009	79.10	10
4/15/2009	15.82	2
4/22/2009	79.10	10
4/30/2009	79.10	10
5/6/2009	79.10	10
5/13/2009	94.92	12
5/21/2009	79.10	10
5/28/2009	79.10	10
6/4/2009	79.10	10
6/10/2009	31.64	4
6/11/2009	79.10	10
6/17/2009	31.64	4
6/18/2009	79.10	10
6/25/2009	79.10	10
6/26/2009	79.10	10
7/16/2009	79.10	10
7/21/2009	47.46	6
7/22/2009	79.10	10
7/27/2009	71.19	9
7/28/2009	47.46	6
8/5/2009	79.10	10
8/12/2009	79.10	10
8/20/2009	79.10	10
8/27/2009	79.10	10
9/9/2009	79.10	10
9/16/2009	79.10	10
9/23/2009	79.10	10
9/30/2009	47.46	6
10/1/2009	79.10	10
10/5/2009	15.82	2
10/6/2009	15.82	2
10/7/2009	39.55	5
10/12/2009	15.82	2
10/13/2009	63.28	8
10/14/2009	47.46	6
10/21/2009	31.64	4

10/22/2009 79.10 10
10/26/2009 94.92 12
11/3/2009 79.10 10
11/11/2009 79.10 10
11/18/2009 79.10 10
11/25/2009 79.10 10
12/3/2009 79.10 10
12/16/2009 79.10 10
12/23/2009 47.46 6
12/24/2009 31.64 4
12/30/2009 79.10 10
12/31/2009 79.10 10
1/6/2010 63.28 8
1/12/2010 79.10 10
1/21/2010 79.10 10
1/27/2010 79.10 10
2/3/2010 79.10 10
2/11/2010 79.10 10
2/18/2010 79.10 10
2/24/2010 79.10 10
3/4/2010 79.10 10
3/11/2010 79.10 10
3/17/2010 79.10 10
3/18/2010 94.92 12
3/22/2010 15.82 2
3/24/2010 63.28 8