

Quality Assurance for Developmental Disabilities Waiver Services

***13th Annual Family Café Conference
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Rachel Cornwell

Welcome and Introductions

➤ Rachel Cornwell
Agency for Health Care Administration
(AHCA)

➤ Charmaine Pillay
The Delmarva Foundation

Who is Delmarva?

- A non-profit organization that contracts with the Agency for Health Care Administration to provide quality assurance (QA) services for the Developmental Disabilities (DD) Medicaid Waiver programs.
- The Delmarva contract does not impact the funding for services provided to individuals with developmental disabilities through the Medicaid Waivers. The funding is separate.
- Delmarva's goal is to improve the quality of Medicaid-related supports for Florida citizens with developmental disabilities.

Purpose of the Quality Assurance Contract

- To evaluate the effectiveness of every provider involved in the life of individuals participating in the DD Waivers and Consumer Directed Care Plus (CDC+).
- To measure the efficiency and effectiveness of the entire service delivery system.
- To help ensure participants are involved in the development of the Support Plan and that providers follow the Support Plan as written.

What Does Delmarva Do?

Delmarva “Discovers”

- Delmarva interviews DD Waiver and CDC+ participants and representatives about their satisfaction with waiver services and reports discoveries to AHCA and APD.
- Delmarva reviews the quality and compliance of service delivery of DD Waiver and CDC+ Medicaid providers and reports discoveries to AHCA and APD.
- Delmarva provides training and education to providers, APD area offices, and DD Waiver and CDC+ participants.
- Delmarva provides discovery data from reviews and studies to AHCA and APD to support improvement of APD’s Quality Management System.

Quality Management System

- **Delmarva's role: Discovery** of how the system is working for participants and how providers are delivering services.
- **APD's role: Remediation** (correcting problems) of providers **and improvement** of the system as a whole.
- **AHCA's role: Manage** the contract. **Monitor** Delmarva and APD. **Ensure** the entire system is in compliance with federal and state regulations. **Report** to the federal government.

Who Decides How Discovery is Carried Out?

- Standards & requirements for provider reviews are based on AHCA Florida Medicaid rules and the Developmental Disabilities Waiver Services Coverage and Limitations Handbook.
- All tools, policies and procedures for reviews are posted to Delmarva's website for the public to access.
- The review process includes feedback from participants, providers, documentation, provider input, and observation.

Services Reviewed

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

Discovery Process

Person Centered Reviews (PCRs)

Assess support delivery systems from the perspective of individuals.

Provider Discovery Reviews (PDRs)

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

Person Centered Reviews

- Begin with a face-to-face interview with the individual.
- Review supports and services specific to that individual.
- Review the Cost Plan, Support Plan, Implementation Plan and service records from each provider rendering services to the individual.

Provider Discovery Reviews

- Are based on the provider's particular service.
- Evaluate performance in delivering appropriate services and supports to assist the person in achieving personal goals/outcomes and meeting identified needs.
- Assess provider's compliance with Medicaid Handbooks, state rules, and APD provider agreement terms.

Review Reports

- Provider scoring is “Met” or “Not Met”.
- PCR Reports include findings from interviews with individuals and record review for each provider.
- PDR Reports include findings from administrative record reviews, observations, alerts, and potential recoupment.

Waiver Handbook

- Developmental Disabilities Waiver Services Coverage and Limitations Handbook:
 - Defines DD Waiver provider qualifications
 - Lists requirements and limitations for all services
 - <http://mymedicaid-florida.com>
 - Select “Public Information for Providers”
 - Select “Provider Support” on the left
 - Select “Handbooks”
 - Select “Developmental Services”

State Agency and Delmarva Websites

- <http://ahca.myflorida.com> Agency for Health Care Administration
- <http://apd.myflorida.com> Agency for Persons with Disabilities
- www.dfmc-florida.org Delmarva Foundation
- <http://www.myflorida.com/accessflorida> Department of Children and Families, Access Florida (to apply for Medicaid)
- <http://www.leg.state.fl.us/Statutes/> The Florida Statutes website (AHCA Statutes: Chapter 409. APD Statutes: Chapter 393.)

Contacts

- Rachel Cornwell, Delmarva Contract Manager, AHCA
(850) 412-4003
E-mail: rachel.cornwell@ahca.myflorida.com
- Charmaine Pillay, Director, Florida Quality Assurance Program,
Delmarva Foundation
(866) 254-2075
Email: pillayc@dfmc.org
- Beth Stratigeas, Customer Service Representative, Delmarva
Email: Stratigease@dfmc.org
Phone: (866) 254-2075 x12005
Fax: (813) 977-0027

Questions and Answers

Now it is your turn.

You have questions!
We will answer them the best we can...