

Qlarant Desk Review Procedures – Update 10/22/2021

Qlarant is developing a transition plan with AHCA and APD to resume onsite and in-person review activities. These Desk Review Procedures developed at the start of the COVID-19 pandemic will remain in place for Provider Discovery Reviews through December 2021. In light of the implementation of iConnect, a section has been added below regarding how iConnect documentation will be handled during the desk review process. In addition, the sampling section was updated and general edits have been made to other sections.

Sampling

The Quality Assurance Reviewer (QAR) will utilize existing matrices for sampling with one exception; beginning October 2021, the QAR will sample four (4) Waiver Support Coordinator (WSC) employee records for review, instead of three.

There will be no unannounced service record reviews. Those that would have been identified as unannounced will be included in the names given to the provider during the phone call but no interviews will take place with those individuals. If any of the persons selected have no claims during the designated period of review, the QAR will modify the six-month period of review to capture claims for when services were provided.

Phone Call

QAR's will initiate a phone call to the provider to schedule the review. During this phone call, the QAR will verify the provider's email address and provide the names of individuals sampled for service specific record reviews. The QAR will also email if unable to reach the provider directly by phone.

At time of the initial contact the QAR will ask the provider to send a list of ALL employees within seven calendar days. A copy of the roster is not acceptable for this component.

This list should include the following information:

- A list of services the employee provides
- Whether the employee works with someone that has a behavior plan that includes reactive strategies
- Whether or not the employee administers medications and/or prescribed enteral formula
- Whether or not the employee transports anyone using their own vehicle or company vehicle
- Whether the staff is an employee or sub-contractor, hire date, and annual in-service training period
- All Region(s) in which Provider renders service

The QAR will ask the provider to schedule interviews with the individuals selected via the sample, and send the interview schedule, and contact information within seven calendar days

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to the QAR via secure methods. The QAR will explain during the phone call that the provider has 14 calendar days to securely submit the documentation through RightFax, Secure Share, or by US mail if they do not have the electronic means. The QAR will ask the provider to send all documents in a one-time submission in order to keep this process as organized as possible and to help with tracking purposes. Larger files should be split into smaller sections to ensure successful transmission.

The QAR will accept any and all information sent in the designated 14-day window with the exception of documents that are required to be in iConnect. The QAR will schedule a date and time for a phone review with the provider that will occur after the 14th day.

Email

The QAR will send an email to the provider through Secure Share the same day of the initial phone call, which starts the clock for the 14 days. This email will include the names of persons being reviewed, directions for the methods the provider can utilize to share the information, as well as check lists for all of the services they provide detailing the documentation to be sent for each service.

iConnect

Whether keeping documentation on paper as a physical record or entering documentation into an electronic record in iConnect, providers should not bill until services are documented.

Documentation in iConnect is viewed and handled differently from “paper” documentation. While providers have up to 14 days to gather and submit paper documentation for review, the QAR has direct access to iConnect and does not need to wait for submission. Review of iConnect records/documentation and the comparison to billing can occur as soon as the first day the QAR contacts the provider to initiate a review. There is no 14 day waiting period. Any documentation added or edited to service dates in iConnect after a reviewer has made contact will not be accepted at the time of a review or for Reconsideration afterwards. Qlarant will follow APD guidance to determine what service types are required to use iConnect and from what dates billing documentation must be viewed in iConnect.

For now, supporting documentation for standards not related to billing, such as documents to support Rights Education, Choice, Health & Safety, will be accepted in multiple formats. This type of documentation can be viewed in iConnect within billing documentation such as Service Logs, Support Plans, and Progress Notes or on separate provider forms that are uploaded into iConnect. Alternatively, it can be submitted electronically in “paper form” separate from iConnect within the designated 14 day window.

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Documents

Documents submitted through Secure Share will be forwarded to the QAR via email. Documents submitted through the toll free RightFax will be directed to the RightFax library in each team's portal folder. Documentation submitted through the US Mail must be received within the 14 day timeframe and upon receipt will be date stamped, scanned, and uploaded into the QAR's portal folder.

Review

Upon receipt of the provider's employee list, the QAR will contact the provider within one business day with the employee names selected for the review. This will give the provider time to compile the employee records and submit them with the rest of the documentation required for the review. The date the QAR shares the employee names will serve as the review date for employee records. This means all trainings and screenings must be completed prior to the date the QAR shares the employee names.

QARs will complete the interviews with individuals and as applicable, their proxies prior to the scheduled phone call to review findings with the provider. The QAR will review all information sent by the provider prior to the scheduled phone call. At the time of the phone call, a list will be shared with the provider of missing documentation which can be submitted.

The date of the scheduled phone call with the provider to review findings will serve as the date of the review in Fenix. During the scheduled phone call, the QAR will discuss items not found and seek direction on where to look for the missing items if the provider feels it was submitted. If there is any missing information, the QAR will inform the provider. The provider then has three (3) business days to submit the missing documentation. The QAR will review the missing documents sent within the 3 day timeframe and then call the provider to finalize the preliminary findings. Once the review is complete, the QAR will complete the preliminary findings and send them to the provider via Secure Share. The QAR will ask the provider to sign them electronically and send them back within 24 hours through Secure Share. The QAR will attach signed preliminary findings to the report and upload into the Qlarant database.

Non-compliance

In line with Qlarant's non-compliance procedures, throughout this process any provider that does not respond to two (2) attempts to schedule, does not send in documentation, does not adhere to the 14-day timeframe could be at risk for being non-compliant with documentation being scored "Not Met".

If a provider anticipates a problem or has difficulty complying with a review, they should let the QAR know right away. The QAR will make every effort to work with the provider and the APD Region to address any issues and concerns with requested documentation, submission procedures, and timeframes.