



Florida Statewide Quality Assurance Program

2016 Revised Discovery Process Overview

April 2016





- Sign-in Sheets
- Evaluations
- Questions



Session Objectives

- Describe the reasons for the updates and the process
- Review key updates to the January 2016 Delmarva Provider Discovery Review Tools
- Provide a method for ongoing feedback



What's driving the updates?

- Final promulgation of the iBudget Handbook effective 9/3/2015
- Ongoing efforts to improve and enhance review processes
- Responsiveness to stakeholder feedback



How were the updates made?

- Detailed comparison between the 2010 DD Handbook and the iBudget Handbook
- Review of Florida Administrative Code, Florida Statutes, other state requirements, rules, and policy
- Ongoing tool revision meetings held with APD and AHCA
- Approval from APD and AHCA



What's the same...

- Standards & Requirements are taken directly from September 2015 iBudget Handbook, Florida Administrative Code, Florida Statutes, other state requirements, rules, and policy
- Transparency – All Tools, Policies & Procedures are posted on our website
- Review processes include feedback from persons receiving services, provider input & observation



Discovery Process

Eligible Services

- Behavior Analysis
- Behavior Assistant
- CDC+ Consultant
- CDC+ Representative
- Life Skills Development 1
- Life Skills Development 2
- Life Skills Development 3
- Personal Supports
- Residential Habilitation Standard
- Residential Habilitation Behavior Focus
- Residential Habilitation Intensive Behavioral
- Respite Care (Under 21)
- Special Medical Home Care
- Support Coordination
- Supported Living Coaching



How will updates be implemented?

- iBudget Handbook effective date
 - 9/3/2015
- Delmarva Tools implementation date
 - 1/1/2016



How will updates be implemented?

- New iBudget requirements subject to review effective 1/1/2016.
- Revisions not related to the iBudget Handbook are subject to full 12-month retrospective review.



What can you do?

- Review the iBudget Handbook for all services you render and the relevant administrative sections to see if there are new requirements.
- Review the Delmarva Tools for any applicable new standards or Not Met reasons.
- Review the Delmarva Tools for revisions to standards or Not Met reasons that may be new to the tools but not specific to the iBudget Handbook.



Provider Eligibility Criteria

All Providers of any of the eligible services are eligible for a review on an annual basis

With the exception
of providers who attain deemed status per criteria
identified by APD.



Deemed Status Criteria

-is defined annually by APD
- ...does not apply to WSCs/CDC+ Consultants
- ...is at the discretion of APD and AHCA even if criteria are met
- ...currently for 2016: Overall PDR score of 95.0% or higher with no identified **alerts** or **billing discrepancies**



PDR – Discovery Tool Format

- Overview page
- Standard
- Protocol
 - Including reference source and page numbers
- Not Met Reasons
 - Potential billing discrepancy indicator (B)
 - Alert indicator (A)



Administrative Tool

Key Updates



PDR – Administrative Tool

- Administrative Tool Components
 - Education and Experience requirements
 - Policies & Procedures (Agency Only)
 - Background Screening
 - Training requirements



PDR – Administrative Tool

- Importance of documenting accurate date of hire and employment history
 - Enrolled/hired prior to 9/3/15
 - Enrolled/hired 9/3/15 or after
- High School Diploma/GED
 - New for LSD1, Personal Supports, Respite



PDR – Administrative Tool

New Policies and Procedures

Written policies and procedures detailing:

- How the provider will ensure compliance with background screening and five-year rescreening.
- Hours/days of operation and notification process to be used if the provider is unable to provide services for a specific time and day scheduled.



PDR – Administrative Tool

New Policies and Procedures

Written policies and procedures detailing:

- Methods for ensuring person's confidentiality and maintaining/storing records in a secure manner.
- Methods for management and accounting of personal funds, of all individuals in the care of, or receiving services from, the provider.



PDR – Administrative Tool Background Screening

Acceptable BGS Documentation has changed effective 5/25/15

- Affidavit of Good Moral Character
 - Must use APD Affidavit (CDC+ Directly Hired Employees must use CDC+ Affidavit)
- Clearinghouse FDLE/FBI
 - Must have Eligible result under APD General (CDC+ Eligible result under APD CDC or APD Developmental Disability Centers)



PDR – Administrative Tool Training

- *Requirements for all Waiver Providers*
 - Available on APD Website
 - Enrollment/hire date prior to 9/3/15 - complete by 3/2/17
 - Enrollment/hire date 9/3/15 and after - complete within 90 days of hire



PDR – Administrative Tool Training

- *Direct Care Core Competencies*
 - Not yet available
 - Once available will include:
 - ✓ Person Centered Planning
 - ✓ Introduction to Developmental Disabilities
 - ✓ Maintaining Health and Safety
 - ✓ Individual Choices, Rights & Responsibilities



PDR – Administrative Tool Training

- *First Aid*
 - New for all
- *HIV/AIDS*
 - New for WSCs/Consultants, LSD2
- *CPR*
 - New for WSCs/Consultants, LSD2



PDR – Administrative Tool Training

- Approved Training Sources
- Approved Trainers
 - Appendix J
- Trainer Credentials
- TRAIN Florida



PDR – Administrative Tool Training

New Annual In-Service Requirements

- Life Skills Development 1 and Personal Supports: 4 hours
- Behavior Assistant: 8 hours
- Residential Habilitation Standard, Behavior Focus and Intensive Behavior: 8 hours



PDR – Administrative Tool Training

- *Introduction to Social Security Work Incentives*
 - Life Skills Development 2
 - Supported Living Coach
 - Support Coordinator



Service Specific Record Review Tools Key Updates



PDR – Provider

- Daily Attendance Logs for LSD3 (ADT)
 - Now requires the Time Period (8:32am-2:16pm) with rounding at the end of the month
- Service Logs
 - LSD1, LSD2, Personal Supports, Respite include follow up for health and safety if applicable



PDR – Provider

- Daily Progress Notes
 - Supported Living Coach – Not Met reasons more specific
- Quarterly Summaries
 - New required content specific to Behavior Analysis
- Third Quarter/Annual Report
 - Due 60 days prior to Support Plan effective date
 - New required content specific to Behavior Analysis



PDR – Provider

- Implementation Plan (RH, SLC, LSD3)/Employment Stability Plan (LSD2)
 - Within 30 days from receipt of Support Plan

- Documentation submission to the WSC
 - No later than 10 days after billing



PDR – Provider

- Rendering Respite (Or Transportation) to a relative
 - Requires written approval from the APD Regional office and must be maintained in both provider's and WSC's files.

- Personal Supports
 - Required documentation/approvals in place when billing by the quarter hour above the daily rate (24qh max).



Reporting - Alerts

- 5 percentage points off overall PDR score
 - Medication Administration Training/Validation
 - Background Screening
 - Health and Safety
 - Rights
 - Drivers License and Insurance
 - ANE (Abuse, Neglect, Exploitation)



Reporting - Verified ANE

- Verified reports from Department of Children and Families (DCF)
 - 10 percentage points for 1st verified report within period of review
 - 15 percentage points for 2 or more verified reports within period of review



How your score is calculated: Compliance

Compliance Review Components	Weighted Met	Weighted Total
Administrative	9	17
Qualifications and Training	44	47
Observation(s)	57	69
SSRR(s)	14	23
Weighted Total	230	288
Calculated Compliance Score		79.8%



How your score is calculated: Person Centered Practices

Person Centered Practices Review Components	Weighted Met	Weighted Total
Provider/Staff interview Results	69	123
Weighted Total	69	123
Calculated Person Centered Practices Score		56.0%



How your score is calculated: Overall

PDR Review Components	Weighted Met	Weighted Total
Compliance	230	288
Person Centered Practices	69	123
Weighted Total	299	411
Calculated Score		72.7%
Number of Alerts*	2	-10
Number of Verified ANE Reports*	1	-10
Calculated PDR Score		52.7%



Non-Compliance Procedures

Non Compliant providers are those:

- Who do not respond to at least two attempts to schedule reviews
- Who do not make SSRR 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



Reconsiderations

- Process applicable only to standards with identified billing discrepancies
- Requests must be submitted in writing on the Reconsideration Request form and received within 30 days of the mailing date of the PDR report
- Documentation not made available at the time of the initial review will not be accepted
- Only one request for reconsideration per PDR will be processed
- Requests are conducted by a Regional Manager within 30 days of receipt



To Get Answers to Specific iBudget Handbook Questions

- Your local APD Regional Office
- APD website: apdcares.org
- iBudget Florida website:
<http://apd.myflorida.com/ibudget/>
- APD iBudget FAQ on the iBudget Florida website at:
<http://apd.myflorida.com/ibudget/rules-regs.htm>



To Get Answers to Questions Specific to the Delmarva iBudget Review Tools

Customer Service Representative

Beth Stratigeas

Phone # 1 (866) 254-2075

Fax# 1 (888) 877-5526

stratigease@delmarvafoundation.org



Website

All Review Tools & Procedures are
posted on Delmarva's Florida website

www.dfmc-florida.org

Thank You!!!