

Best People. Best Solutions. Best Results.™

Florida Statewide Quality Assurance Program

Regional Provider Training

May - June 2018



Qlarant 

The Qlarant logo consists of the word "Qlarant" in a white, sans-serif font. To the right of the text is a logo icon composed of four yellow squares arranged in a 2x2 grid, with small white gaps between them.

Housekeeping

- Restrooms
- Stretch
- Sign-in Sheets
- Cell Phones
- Evaluations
- Certificates
- Questions

Introducing the Qlarant Team

- VP of Disability Related Programs
Bob Foley
- Program Director
Theresa Skidmore
- Regional Managers
Kristin Allen
Christie Gentry
Robyn Turlakis
Charlene Henry
- Team Lead
Janet Tynes

Introducing the Qlarant Team

- Analytic Team
 - Sue Kelly
 - Katherine Glasgow
- Registered Nurse Reviewer
 - Elizabeth Cooper
- Customer Service
 - Dianna Dernulc
- Administrative Support
 - Pat Metcev & Shawntavia Fletcher

Introducing the Team – Our Partners

- Agency for Health Care Administration (AHCA)
AndraLica McCorvey-Reddick – Contract Manager
- Agency for Persons with Disabilities (APD)
Edwin DeBardeleben - Chief, Quality Management
- Human Services Research Institute (HSRI)
Val Bradley - President Emerita

Session Purpose

- Review PCR and PDR process
- Highlight changes and updates to review tools, PCR and PDR processes that will go into effect July 1st 2018
- Discuss reasons for changes

What's driving these changes?

- Ongoing efforts to improve and enhance review processes and tools
- Responsiveness to stakeholder feedback
- Medicaid Waiver Coverage and Limitations Handbook 2017

What's the same...

- Standards & Requirements are taken directly from Medicaid Waiver Coverage and Limitations Handbook
- Transparency – All Tools, Policies and Procedures posted to our website
- Review processes include feedback from persons receiving services, documentation, provider input & observation

Discovery Process Eligible Services

- ✓ Behavior Analysis
- ✓ Behavior Assistant
- ✓ CDC+ Consultant
- ✓ CDC+ Representative
- ✓ Life Skills Development 1 (Companion)
- ✓ Life Skills Development 2 (Supported Employment)
- ✓ Life Skills Development 3 (Adult Day Training)
- ✓ Personal Supports
- ✓ Residential Habilitation
 - ✓ Standard
 - ✓ Behavior Focus
 - ✓ Intensive
 - ✓ Enhanced – **New**
- ✓ Respite Care (Under 21)
- ✓ Special Medical Home Care
- ✓ Support Coordination
- ✓ Supported Living Coaching

Discovery Process

Person Centered Review (PCR)

- Person Centered Reviews assess outcomes and support delivery systems from the perspective of persons receiving services

Provider Discovery Review (PDR)

- Provider Discovery Reviews evaluate person's satisfaction and provider performance, based on service delivery measures and program standards

Person Centered Reviews (PCR)

What's the same...

What's different...

PCR Procedures & Pre-Review Activities

What's the same...

- PCR sample pulled annually using caseload information in ABC
- A person may decline to participate in a PCR, another name will be randomly selected
- Share name of persons sampled for PCR
- Coordinate with WSC to assist with contacting and scheduling PCR
- If an Agency, confirm # of WSC's, hire dates, gather caseload information, sample PCRs for any WSC's not in original sample

PCR Procedures & Pre-Review Activities

What's the same...

In subsequent calls, Reviewer will:

- Finalize and confirm PCR times and locations
- Gather background information for NCI
- Schedule WSC interview(s)
- Schedule PDR review to include Administrative and SSRR

What's the same...

Person Centered Review (PCR)

Includes:

- National Core Indicators for 18+
- Individual Interview
- Health Summary
- Medical Peer Review
- Interview with WSC/CDC+ Consultant
- WSC/CDC Service Specific Record Review
- If applicable, CDC Representative Review

PCR - National Core Indicators

A process being used by most states to gather information about the lives of people with intellectual/developmental disabilities

- Enables states to compare data – oranges to oranges
- Data from NCI are confidential and are only used at Regional or Statewide level
- Not used in decision-making regarding a provider's performance

PCR - Health Summary

- Series of questions related to:
 - Medications taken
 - Medical personnel involved in providing care
 - Urgent Care visits, ER visits, Hospitalizations
 - Adaptive equipment
 - Environmental conditions
 - Behavioral needs
 - Safety
- The Summary is used to assist in identifying any health and behavioral issues/concerns.

PCR - Medical Peer Review

RN reviews to determine if:

- The person is receiving appropriate physical, dental, behavioral health care
- Services meet professionally recognized standards of healthcare
- Additional follow-up, focused review, referrals to Regional Medical Case Manager, Regional Behavior Analyst, Medical Director review or Expert Specialist review is needed

What's different...PCR

- New interview tool – **My Life Tool** replaces what was called PCR Individual Interview Tool
- New interview tool with the WSC using - **WSC Interview Tool**
- Health Summary has been **updated**
- **Updated** Medical Peer Review Process

Interviews

- Capture information from both the perspective of the person receiving services and the WSC/Provider rendering the service
- Gather information specific to the person's desired goals, outcomes and satisfaction with services
- Determine whether services are effectively implemented in accordance with the persons unique needs, expressed preferences & decisions concerning his/her life

Interview Tools

- **PCR My Life** - Questions asked and life areas reviewed are driven by all services person is receiving and in context of how WSC is supporting person
- **PDR My Life** - Questions asked and life areas reviewed are driven by specific service(s) person is receiving from provider

Interview Tools

- **PCR WSC Interview** – Questions asked and life areas reviewed are specific to person interviewed and WSC efforts to support person
- **PDR Provider/Staff Interview** – Questions asked and life areas reviewed assess provider's overall systems to support person's receiving services

My Life Tool

Expectations

- Yes
- No
 - Not present reasons for Outcome
 - Not present reasons for Support
- Unable to determine
- Not Applicable
- Likert – Strongly Disagree/Disagree/Agree/Strongly Agree

My Life Tool

Focused Outcome areas

- Choice and self direction
- Rights
- Satisfaction
- Safety
- Future
- Stability

My Life Tool

Evaluate **Outcomes** and **Supports** for the following life areas

- My Service Life
- My Home Life
- My Work/Daily Life
- My Social Life
- My Health
- My Safety

PCR – My Life Tool

Expectations - My Service Life

- I am an active participant in Support Planning
- I am an active participant in development of service documentation
- I am working toward goals/outcomes important me
- I choose and manage my services
- I choose and manage my service providers
- I know and exercise my rights

PCR – My Life Tool

Expectations - My Service Life (cont.)

- I am satisfied with approved services
- I am satisfied with my service providers
- I am satisfied with Waiver Support Coordinator (WSC)
- Within the past 12 months, I experienced changes in my WSC
- Within the past 12 months, I experienced changes in my WSC agency
- Within the past 12 months, the services I receive have changed

PCR – My Life Tool

Expectations - My Home Life

- I am satisfied with services received in my home
- I am happy with where I live
- I chose where I live
- My preferences for living arrangements are respected and valued where I live
- I am able to explore other places to live
- Within the past 12 months, I have moved
- Within the past 12 months, service providers in my home have changed

PCR – My Life Tool

Expectations - My Work/Daily Life

- I am satisfied with service providers who support me in my desired day activity
- My day activity is meaningful to me
- I chose where I work/day activity
- My preferences are respected and valued at my work/day activity
- I am able to explore other arrangements for work/day activity
- Within the past 12 months, I have changed employment
- Within the past 12 months, I have experienced changes to my work/day activity service providers

PCR – My Life Tool

Expectations - My Social Life

- I am happy with how much involvement I have in my community
- I am part of and participate in my community
- I am an active and contributing member of my community
- I have meaningful friendships and relationships
- My preferred communication method/styles are known and respected

PCR – My Life Tool

Expectations - My Health

- I am in good health
- I am satisfied with physician/dentist
- I am satisfied with other health care providers/specialists
- My health needs are being addressed
- I am an active participant in all aspects of healthcare choices
- I understand what medications I take and why the medications are prescribed
- I am able to make changes to my health

PCR – My Life Tool

Expectations - My Safety

- My safety needs are being addressed
- I know what to do if there is an emergency
- I have the adaptive equipment I need
- I understand what abuse, neglect and exploitation (ANE) mean
- I know what to do if abuse, neglect, or exploitation (ANE) occurs

Provider Discovery Review (PDR)

What's the same...

What's different...

Provider Discovery Review (PDR)

- Centers around the provider's service delivery system
- Evaluates performance in delivering appropriate services and supports to assist the person in achieving personal goals/outcomes and meeting identified needs
- Assesses quality, billing and compliance with Waiver Handbook, Florida Administrative Code, and other state requirements, rules, and policy

PDR Procedures & Pre-Review Activities

What's the same...

- Based on number of people served and number of services rendered
- Individuals and staff randomly selected to be interviewed
- A person may decline to participate in a PDR interview, another name will be randomly selected.
- Provider will be asked to assist with scheduling interviews

PDR Procedures & Pre-Review Activities

What's the same...

Initial phone call, what we need to know first:

- How many people do you serve?
- How many services do you provide?
- What areas/regions do you work in?
- Request a current list of individuals by service
- Request a current list of employees by service with hire date
- Information will be matched against claims data
- Schedule review date and time to include Administrative and Service Specific Record Reviews

PDR Procedures & Pre-Review Activities

What's the same...

- Finalize and confirm individual interview times and locations
- Finalize and confirm Provider/staff interview times and locations
- Confirm review date and time to include Administrative and Service Record Reviews

What's the same...PDR

- PDR process includes:
 - Administrative Review
 - Individual Interviews/Staff Interviews
 - Service Specific Record Review (SSRR) for each eligible service
 - Observation if applicable

PDR - Onsite

What's the same...

- PDR has to take place where the records are maintained. This could be an office, group home or the providers own home
- Unannounced records will be sampled once onsite
- Once review is complete, a Preliminary Findings form will be presented for signature for the Administrative review and each SSRR

What's different...PDR

- A Provider is eligible for PDR in each Region they render services
- New Interview Tools
- Updates to protocols and not met reasons within the Administrative, Observation and Service Specific Record Review (SSRR) tools

PDR- Administrative Tool

- January 2018 - Standard 1a (provider/employee level) and standard 65 (administrative level) were added to address provider compliance with maintaining a current Employee/Contractor Roster within the Clearinghouse; applies to both agency and solo providers
- These Standards result in an Alert if scored not met
- Revisions to language in protocol and if applicable, not met reasons

PDR Observations

Observation Review Checklist - 8 Focus Areas

- Autonomy & Independence
- Community Opportunity
- Privacy
- Dignity & Respect
- Physical Environment
- Medication Management
- Restrictive Interventions
- Abuse, Neglect & Exploitation

PDR Observations

- Group homes (up to 10 locations)
 - Adult Day Training locations (all)
-
- Observations may be announced or unannounced

PDR – Service Specific Record Review (SSRR)

- Does the service meet the needs/desired outcomes of the person receiving services?
- Does the service match the description of the service in the Handbook?
- Does the service stay within the limitations of the Handbook?
- Does the record match the goals/outcomes in the person's Support Plan?

PDR – Service Specific Record Review (SSRR)

January 1st, 2018 – Revisions to Standards related to the Annual Report, apply to following service tools:

- ✓ Behavior Analysis
- ✓ Behavior Assistant
- ✓ Life Skills Development 2
- ✓ Life Skills Development 3
- ✓ Residential Habilitation Standard
- ✓ Residential Habilitation Behavior Focus
- ✓ Residential Habilitation Intensive
- ✓ Residential Habilitation Enhanced - **New**
- ✓ Supported Living Coaching

PDR – CDC+ Representative

- February 2018 - Standard 7a (provider/employee level and administrative level) was added to address compliance with maintaining a current Employee/Contractor Roster within the Clearinghouse
- Standard results in an Alert if scored not met

PDR – Service Specific Record Review (SSRR)

Standards related to the Implementation Plan

- ✓ Life Skills Development 2
- ✓ Life Skills Development 3
- ✓ Residential Habilitation
 - Standard
 - Behavior Focus
 - Intensive
 - Enhanced – **New**
- ✓ Supported Living Coaching

PDR – Implementation Plan Standards

- The Implementation Plan covering services provided and billed during the period under review is in the record. (B)
 - **NEW** Not Met Reason - Provider documentation does not demonstrate date the support plan was received from WSC. (B)
- The current Implementation Plan covering services provided and billed during the period under review contains all required components.
 - **NEW** Not Met Reason - Current Implementation Plan was not signed by the recipient/legal representative.

PDR – Implementation Plan Standards

- Implementation Plan must be developed, at a minimum, within 30 days of the initiation of the new service, or within 30 days of receipt of the support plan for continuation of services and annually thereafter.
- Exception: When the support plan is received more than 30 days **prior** to the Support Plan effective date the following may apply -Implementation plan must be developed no later than 30 days prior to the SP effective date or within 30 days of receipt of the Support Plan, which ever date is later.

PDR – Implementation Plan Standards

Example: SP effective 10/1

- SP received 7/15 – develop IP no later than 9/1 (30 days prior to SP effective date)
- SP received 8/15 – develop IP no later than 9/14 (within 30 days of receipt)
- SP received 9/15 – develop IP no later than 10/15 (within 30 days of receipt).

PDR – Supported Living Coaching Progress Notes

- Daily Progress Note was not present for the date of service for which the claim was submitted. (B)
- Daily Progress Note did not include the person's name. (B)
- Daily Progress Note did not include a time in/out. (B)
- Daily Progress Note did not include the date service was provided. (B)
- Daily Progress Note did not include a summary of activities and supports provided during the contact. (B)
- Daily Progress Note did not include how the provider or intervention addressed the person's Support Plan goal(s). (B) - **NEW**
- Discrepancies were noted between units billed and services documented. (B)

PDR – Service Specific Record Review (SSRR)

Through out a number of service tools

- **Ongoing** efforts...

- Addressing Goals
- Community Participation
- Rights Education
- Choices & Preferences
- Physical, Behavioral & Emotional Health
- Abuse, Neglect & Exploitation

PDR – Service Specific Record Review (SSRR)

- Service Logs
 - Name of person receiving service
 - Name of person providing the service
 - Name of the service
 - Date of service
 - Time in/out
 - Summary or list of services provided

Provider Discovery Review Non Compliance

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 and potential billing discrepancies are identified for all billing standards

Alerts

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

Scoring

- Compliance
- Person Centered Practices
- Overall PDR score

Deemed Status

Providers other than Support Coordinators who meet the following criteria:

- ✓ Overall PDR score of 95.00% or higher
- ✓ No alerts
- ✓ No billing discrepancies
- ✓ Or total billing discrepancy dollars amount to less than 5.00% of total reimbursed amount (based on records reviewed) - **NEW**

Deemed Status for Support Coordinators

NEW

Support Coordinator providers who meet the following criteria:

- ✓ Overall PDR score of 99.00% or higher
- ✓ No alerts
- ✓ No billing discrepancies

Still receive a PDR but will only be sampled for 1 PCR per treating WSC

Reporting - PCR

- Findings from Individual & WSC Interview
- Service Specific Record Review details for WSC/CDC+ Consultant
- Service Specific Record Review details for CDC+ Representative if applicable
- Alert details if applicable
- Discoveries if applicable
- Available on the FSQAP website for AHCA/APD
- Mailed to Support Coordinator

Reporting - PDR

- Administrative & Service Specific Record Review details for all services reviewed
- Potential Billing Discrepancy details if applicable
- Findings from Individual & Provider/Staff Interviews
- Findings from Observation(s) if applicable
- Alert details if applicable
- Discoveries if applicable
- Available on the FSQAP website for AHCA/APD
- Mailed to Provider

Reconsiderations

- Reconsideration Requests are only applicable to standards of performance related to noted billing discrepancies.
- Only Documentation made available at the time of the initial review will be accepted for a Reconsideration Review.
- Must be made in writing and received within 30 days of receipt of the PDR report (based on mail date)
- Conducted by a Regional Manager within 30 days of receipt of the request

Florida Statewide Quality Assurance Program

Customer Service Representative:

➤ Dianna Dernulc

Email: dernulcd@qlarant.com

Phone Number: 1 (866) 254-2075

Secure Fax Number: 1 (888) 877-5526

Website

How will I know if tools change?

- Sign up for e-notifications

Where are the tools?

- [www.florida.qlarant.com](http://www.florida qlarant.com)