

# Qlarant Tips for Administrative Success (QO's and all Provider types)

Empower FL Conference

April 3, 2023



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# Session Purpose

- Review the Administrative Review Tools used in the Provider Discovery Review (PDR) & PDR Support Coordinator (SC) process
- Assist providers with understanding what standards apply to them
- Review required APD training and how best to ensure you take the correct training and have the correct supporting documentation available for

# Provider Discovery Review (PDR)

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

- Administrative Review is a component of **all PDR's**
  - Certain standards apply to everyone
  - Some standards apply only if you render certain services
  - Other standards apply only in certain situations

**You are responsible for knowing what standards are applicable to you**

# Administrative Review



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# Qlarant Administrative Review Tools

- Tools are posted on the Qlarant public website:  
<https://florida.qlarant.com/>
  - Resource Center > Provider Resources > FSQAP Discovery Review Tools – scroll to bottom half of page
    - Qlarant FL DD Administrative (non WSC providers)
    - Qlarant FL IDD QO Administrative (Qualified Organizations)
  - Immediately above the Review Tools section there is also a link to administrative and service specific checklists – these can assist you with preparing for your Qlarant Review

### Checklist – Administrative (Agency)

Your Qlarant reviewer will contact you about the specific employee files that you need to send.

Please include the employee's date of hire and the in-service period for each employee. **Identify your agency's system for tracking annual in-service training hours for employees. This needs to be the same system used each year as identified in the iBudget Waiver Services Coverage and Limitations Handbook.**

Items marked with an (A) are Alert items and if not provided will be identified at the close of the review.

Please see the entire Administrative Tool for more details at: <https://florida.qlarant.com/>

#### General Administrative

- Provider maintains an Employee/Contractor Roster within the Department of Children and Families/Agency for Persons with Disabilities Background Screening Clearinghouse (A)
- Agency vehicles used for transportation are properly insured - *Proof for each month of the review period*
- Agency vehicles used for transportation are properly registered - *Proof for each month of the review period*
- Provider addresses all incident reports – *Please submit an Incident Report Log for all individuals reviewed*
- Provider identifies and addresses concerns related to abuse, neglect, and exploitation
- All instances of abuse, neglect, and exploitation are reported
- Provider identifies addresses and reports all medication errors
- If provider operates Intensive Behavior group homes the Program or Clinical Services Director meets the qualifications of a Level 1 Behavior Analyst
- If provider operates Enhanced Intensive Behavior group homes the Program or Clinical Services Director meets the qualifications of a Level 1 Behavior Analyst

#### Qualifications & Training

- Level II Background Screening – FBI/FDLE Clearance, Local Law, Affidavit/Attestation of Good Moral Character (A) – *if the 5 year rescreening was completed during the review period please provide previous and current screening.*
- DCF/APD Employee/Contractor Roster (A)
- Zero Tolerance – *if the 3 year renewal was completed during the review period please provide previous and current training certificates*
- Direct Care Core Competencies
- Direct Care Core Competency (old)
- Basic Person Centered Planning (if using old core competency)
- Individual Choices, Rights and Responsibilities (if using old core competency)
- Requirements for All Waiver Providers

Qlarant\_FL\_IDD\_Administrative\_Agency\_Checklist\_2021\_0701

# General Administrative (Non WSC Providers)

- The provider maintains the employment status of all employees on the DCF/APD Employee/Contractor Roster within the Clearinghouse
- Agency Vehicles (if applicable) are registered & insured
- The provider addresses all incident reports
- The provider identifies and addresses concerns related to abuse, neglect, and exploitation
- All instances of abuse, neglect, and exploitation are reported
- The provider identifies, addresses and reports all medication errors

# General Administrative (Qualified Organizations)

- The QO maintains the employment status of all employees on the DCF/APD Employee/Contractor Roster within the Clearinghouse
- The QO addresses all incident reports
- The QO identifies and addresses concerns related to abuse, neglect, and exploitation
- All instances of abuse, neglect, and exploitation are reported



# General Administrative (Qualified Organizations)

Standards added July 1, 2021

- The Provider maintains Business Liability Insurance
- The Provider maintains a Table of Organization
- The Mentor has the appropriate qualifications
- The Provider employs at least four Support Coordinators

# General Administrative (Qualified Organizations)

- The Mentee completed all mentoring program requirements
- The Mentee completed all mentoring program requirements for the CDC+ program
  - Make sure Progress Notes have details regarding activities, mentor, and mentee that match the required Mentoring Form.

# Employee Contractor Roster

- DCF/APD Background Screening Clearinghouse
- All providers, including solos, are required to create and maintain an Employee/Contractor Roster
- Refer to APD Provider Advisory #2022-003 Background Screening Roster Requirements

Link to APD Advisories:

<https://apd.myflorida.com/providers/advisories.htm>

# Qualifications and Training

Background Screening

Required Training

# Background Screening

A Level II screening consists of:

- Local Criminal Records Check
- FDLE/FBI Clearance
- APD Attestation of Good Moral Character

Note: Rescreening is required every 5 yrs.

# Background Screening

## **Local Criminal Records Check:**

- Conduct in county of residence
- Must be completed through the local law enforcement agency
- Potential disqualifying offenses need a disposition

## **FDLE/FBI:**

- DCF/APD Background Screening Clearinghouse
- Must show as APD Eligible

# Background Screening

## APD Attestation of Good Moral Character:

- APD Provider Advisory #2019-001 Effective Date: January 15, 2019
- Attestations from AHCA, DCF, CDC+ or other entities cannot be accepted

Link to APD Attestation of Good Moral Character:

<https://apd.myflorida.com/background-screening/requirements.htm>

# Qualifications and Training

- If employees transport in their own vehicle and/or agency vehicles they must maintain:
  - Valid and current Driver License covering entire review period
  - Current vehicle insurance plus evidence you were insured for entire review period
  - Current vehicle registration plus evidence your registration was in place for entire review period



# Training ALL Providers need to take

- Zero Tolerance (completed as a pre-service training and every 3 years thereafter)
- Direct Care Core Competency/Competencies (once)
- Requirements for All Waiver Providers (once)
- HIPAA (Annually)

Note: All of these are now in TRAIN Florida

# Requirements For All Waiver Providers

- Required for ALL staff
- Only available on TRAIN Florida as of 11/1/22
- Qlarant will continue to accept training completed using the APD PowerPoint through 10/30/22
- Beginning 11/1/22 the only acceptable way to complete this training is through TRAIN Florida

# HIPAA

- As of 8/1/2022 the only acceptable course is the one on TRAIN Florida
  - Course title is “APD - Health Insurance Portability and Accountability Act (HIPAA) Basics”
- Training completed through Attain prior to 8/1/22 is acceptable

# Training Required of majority of Providers

(not required for Behavior Analysis Providers)

- HIV/AIDS/Infection Control
- CPR
- First Aid

# Where do I find training?

## ■ HIV/AIDS/Infection Control

- Go to American Health & Safety Institute, American Red Cross, EMS Safety Services Inc., Emergency Care and Safety Institute, National Safety Council, or Tallahassee Community College
  - ❖ TRAIN Florida – FDOH HIV/AIDS 101 In The News

## ■ First Aid & CPR

- Go to American Health & Safety Institute, American Heart Association, American Red Cross, EMS Safety Services Inc., Emergency Care & Safety Institute or National Safety Council

# Where do I find training?

For more information about specific course titles, timeframes, training frequency, etc. from acceptable sources see the Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook, Appendix B – Table 1.

[https://apd.myflorida.com/ibudget/docs/September%202021%2059G-13.070\\_DD\\_iBudget\\_Waiver\\_Services.pdf](https://apd.myflorida.com/ibudget/docs/September%202021%2059G-13.070_DD_iBudget_Waiver_Services.pdf)

# Annual In-Service Training

All Providers are required to complete annual in-service training with exception of Behavior Analysis, Respite, and Special Medical Home Care

- Behavior Assistant, Life Skills Development 2 (Supported Employment), Life Skills Development 3 (Adult Day Training), Residential Habilitation (All), Supported Living Coaching - 8 hours
- Personal Supports, LSD 1 (Companion) – 4 hours
- Support Coordination - 18 hours

# Annual In-Service Training

- Establish and document a date for how you track your 12-month training period and stick to it
- The 12-month period **cannot** be based on the annual Provider Discovery Review date each year
- In-Service Training should be specific to the service based on what is in the Handbook
  - Support Coordinators - In-Service Verification Form has to be completed - <http://www.flrules.org/Gateway/reference.asp?No=Ref-12745>
  - Attending an APD meeting does not mean entire meeting is in-service hours
  - List of allowable topics referenced in Handbook
  - Refer to 65G-10
- Re-taking basic APD training courses will not be counted toward this requirement unless identified as a need in the APD Plan of Remediation



# Service Specific Training

- LSD 2 (Supported Employment) – Pre-Service
  - Best Practices in Supported Employment
  - Introduction to Social Security Work Incentives
    - Go to Training Resource Network website
    - Classroom training is available on a limited basis. List of approved trainers on the APD website
- Supported Living Coaching – Pre-Service
  - Supported Living
    - Classroom training is available. List of approved trainers on the APD website.
  - Introduction to Social Security Work Incentives (Have 12 months to complete)
    - Go to Training Resource Network website

# Service Specific Training

- Waiver Support Coordinators
  - For WSCs enrolled 7/1/2021 or after: The Support Coordinator successfully completed required Preservice Level 1 Assessment
    - TRAIN Florida website
  - WSC's enrolled 7/1/2021 or after: The Support Coordinator successfully completed In-Person Level 2 Assessment
    - APD Regional Office (does not have to be your Region)
    - See applicable timeframes in Handbook

# Basic Medication Administration Training and Validation

Required of Providers/employees who administer or supervise self administration of medication and/or Prescribed Enteral Formula Administration (PEFA)

- Important things to remember... (for full description, refer to standards 10 thru 16 in Administrative Tool)
  - If your Validation lapses, you must repeat Basic Medication Administration training and validation
  - The initial Validation Effective date, including the year, does not change from year to year once it is established (unless there is a lapse)
  - The Validation Expiration Date is the same month and day as the Validation Effective Date with the year increasing with each subsequent annual revalidation (anniversary date)

# Basic Medication Administration Training and Validation

- Important things to remember continued...
  - Complete initial Validation within 180 days of successfully completing Basic Medication Administration training
  - Revalidate within the 60 days preceding the Primary Route Expiration Date – not before
  - Use an APD approved trainer/validator
  - MedED America is currently the only APD approved web-based Basic Medication Administration training
- Review your training and/or validation certificates for completion and accuracy upon receipt.

## Other Qualifications and Training

Provider received training in an Agency approved curriculum for behavioral emergency procedures consistent with the requirements of the Reactive Strategies rule (65G-8, FAC)

- Providers and facilities using reactive strategies must utilize an emergency procedure training curriculum approved by the Agency, and require all staff utilizing reactive strategies to be trained in that curriculum
- Providers that must intervene in behavioral emergency situations (e.g. when recipients exhibit aggression, self-injury, property destruction, etc.), are required to be trained to competency in an agency approved crisis management procedure consistent with Chapter 65G-8, F.A.C.
- Providers of Residential Habilitation Behavior Focus/Intensive/Enhanced Intensive are required to meet this standard
- Standard also applies to providers of Behavior Analysis, Behavior Assistant and other services if working with individuals with significant behavioral challenges

# Final Reminders

- Study the Handbook and read requirements for the services you provide
- Organize documentation by employee
- Make sure records are available and accessible
- Have systems to track trainings that expire and/or have to be retaken periodically
- Prepare all year long not just when you first get your letter or a phone call to schedule

# Final Reminders

- For documents with an expiration date, please include the previous (expired) document along with the current document.
- Incident Reporting – initial and follow-up reports
- Meet required time frames to complete initial training
- Get a valid, complete training certificate from the approved trainer
- Obtain training from an approved source
- For additional information on Training, go to APD website:  
<https://apd.myflorida.com/providers/training/>

# Florida Statewide Quality Assurance Program

Customer Service Representative:

Email: [FSQAPcustomerservice@qlarant.com](mailto:FSQAPcustomerservice@qlarant.com)

Phone Number: 1 (866) 254-2075

Secure Fax Number: 1 (888) 877-5526

Where to find the tools:

<https://florida.qlarant.com/index.html>

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