

*QA Provider Check-Up
Compliance Officer Services*



Nineteen Services, Inc.

TABLE OF CONTENTS

Contents

Overview of Review Process _____	1
QA Check - Up _____	2
Scope of Services - Initial QA Check-Up _____	3
QA Follow Up/Maintenance _____	4
Compliance Officer Services _____	5
Other Services _____	6

Overview of Review Process

COMPLIANCE

The Office of Provider Standards and Review (OSPR) conducts compliance reviews in a variety of settings which serve people with disabilities. In order to ensure consistency, they have a standardized review process across all these settings.

Nineteen Services uses the OSPR compliance tool and the Home and Community Based Waiver Rules to provide a QA Check-up of your organization to prepare you for the onsite compliance review performed by the OSPR.

2017-AGENCY PROVIDERS TOP CITATIONS

For 2017, the Office of Provider Standards and Review reported the most common areas of non-compliance statewide for an agency provider:

- Initial and 5 year database checks not completed on time*
- Valid BCII/FBI checks were not completed for direct service employees*
- Direct service staff did not complete initial training*
- 5 year database checks were not completed*
- Individual specific training was not completed prior to providing services*
- The service plan was not implemented as written*

Nineteen Services can support you in strengthening your system and processes in order to be prepared for your compliance reviews.

NINETEEN SERVICES, INC.

Nineteen Services performs a QA Check-Up for all applicable sections of the OSPR review tool or specific sections a provider has concerns with. We can tailor our QA to meet your specific needs and provide written recommendations in alignment with current waiver rules and compliance guidance.

We believe if we can support providers in their success with finance, billing and compliance, they can focus on the people aspect of their organization.

QA Check - Up

QA PROCESS

Typically, we schedule an onsite review of 1-3 days, depending on the size of your organization. We will work through the review tool and spend time asking questions regarding your program to get an idea of the services you provide and your overall processes.

We will request a sampling of both service and personnel files for review during our visits.

We will review our report both orally and written at the completion of the QA review and use every opportunity during the review for sharing best practices.

Nineteen Services, Inc. can also work with providers to perform a periodic QA review to ensure proper implementation of the processes put into place as a result of the initial review.

The sections of the review tool we will review.

- Service Planning
- Medication Administration (as applicable)
- Behavior Support (as applicable)
- Money Management (as applicable)
- Service Delivery & Documentation
- MUI/UI
- Personnel
- Transportation
- Physical Environment

Scope of Services - Initial QA Check-Up

INITIAL QA CHECK-UP

Each onsite review day is billed at a daily rate. (All-inclusive including travel and QA written report)

A typical day is 6-7 hours onsite.

It is estimated it will take approximately one to three (1-3) days onsite to complete, depending on findings and expansion of sampling.

A written report will be provided within seven (7) days of the completion of the QA Check-Up which outlines potential compliance issues and/or recommendations.

A written contract outlining Nineteen Services, Inc. and provider responsibilities will be initiated by Nineteen Services and will be accompanied by a Business Associate Agreement for the purposes of the Health Care Portability and Accountability Act (HIPAA) prior to the start of services.

**A provision for periodic or quarterly QA Check-Up can be added to the contract.*

QA Follow Up/Maintenance

QA FOLLOW UP/MAINTENANCE

The periodic QA Check-Up/Maintenance:

- Periodic QA follow up check-up
 - One (1) day scaled down version of the initial QA review.
 - Smaller sample sizes and follow up on recommendations from initial. Focus on areas of weakness from initial review.
 - Must accompany an initial review
 - Flat Fee for each visit
- Quarterly QA review
 - Four (4) reviews - split compliance sections into four (4) visits
 - Larger sample sizes per visit, follow up on recommendations and keep up to date on best practices.
 - 1 year contract-flat fee per visit

Compliance Officer Services

- Compliance Officer
 - Four (4) reviews - split compliance sections into four (4) visits
 - Larger sample sizes per visit, follow up on recommendations and keep up to date on best practices.
 - Technical assistance throughout the year via email/phone.
 - Compliance audit support.
 - Attend up to one (1) monthly admin/staff team meeting. Brief onsite review of personnel/training files.
 - 1 year contract- billed at a monthly flat fee

Other Services

19 SERVICES - YOUR HCBS WAIVER PROVIDER PARTNER

Nineteen Services, Inc. offers a broad range of services designed to support providers in the success of their agency.

We offer:

Billing/Waiver Management (billing, county board liaison, re-bills, budget support, tracking and reports)

Financial Services (ie. cost allocation, budgeting, day-to-day financial support, human resource management)

Please reach out with any questions. We look forward to serving you.

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