

2024 QIO CNRS Quality Self- Assessment

Emily Roth, HCBS Supervisor, Iowa
Medicaid Quality Improvement
Organization

November 2024

*Quality is never an accident.
It is always the result of
intelligent effort.*

-John Ruskin

Objectives:

- ▶ Understand the relationship between quality oversight tasks of the Iowa Medicaid Quality Improvement Organization (QIO).
- ▶ Learn about how the self-assessment process relates to quality oversight.
- ▶ Discover the requirements for completion and submission of the self-assessment for 2024.

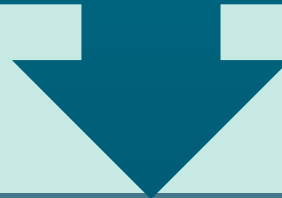
Medicaid Quality Oversight

Community-based neurobehavioral rehabilitation services (CNRS) Provider Quality Self-Assessment process was developed in 2018 as one method for the state to gather data to support the quality framework performance measures as required by the Centers for Medicare and Medicaid Services (CMS).

The annual provider self-assessment process mirrors a CMS review process by requiring providers to attest to a system of monitoring their own performance and establishing corrective action, if needed, through this quality oversight process.

Medicaid State Oversight

Telligen contracts with the state of Iowa as the Quality Improvement Organization (QIO) for our state's long term care population.



QIO HCBS provides oversight for approximately 460 enrolled HCBS and Habilitation providers, primary functions include:

Incident & Complaint Specialists

- Critical incident management
- Complaint investigation
- Targeted reviews

Provider Quality Specialists

- Quality oversight reviews
- Technical assistance
- HCBS applications

Member Experience Specialists

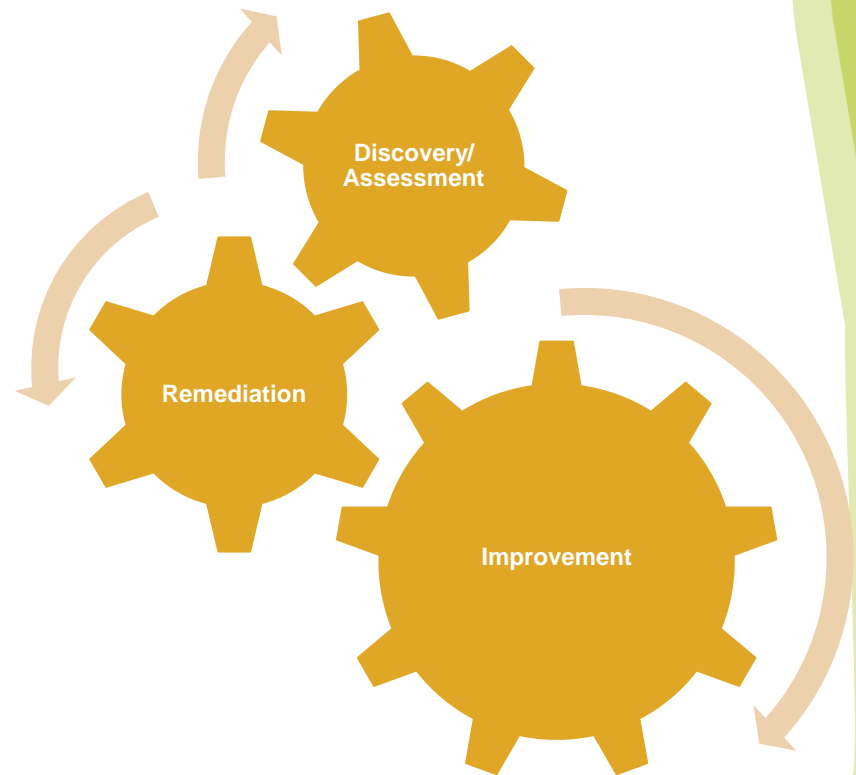
- Individual Participant Experience Surveys (IPES)
- Community-Based Case Manager (CBCM) service plan ride-alongs
- Self-directed services

QIO CNRS Review Process

- ▶ CNRS providers are reviewed on a 3-year review cycle.
- ▶ All review types are evidence-based:
 - Policy and procedure
 - Member files
 - Staff/personnel files
- ▶ Can result in the issuance of corrective action plans (CAPs):
 - Detailed plans that providers create to explain how they will remediate the issue.
 - Evidence of implementation of that CAP is requested to verify the provider has met compliance.

Quality Oversight Processes

- ▶ Iowa's approach to quality oversight and ensuring compliance with rules and regulations. This is an ongoing cycle.
- Discovery - Intentional, structured, and measured review of evidence to determine if a requirement or goal is met.
- Remediation – action plan taken to fix a discovered problem.
- Improvement - Re-assessment and analysis of compliance to assess effectiveness.



Quality Oversight Processes

- Self-assessment is the foundation from which to build your own internal oversight processes
- Completion of the SA requires providers to ask if they have policies and processes in place, and can they provide evidence of Iowa HCBS rules, requirements and best practice.
- Helps improve the outcome of your review.



Self-Assessment 2024

- ▶ This is an annual requirement
- ▶ Always improving from year to year based on feedback, enhancements, and necessary changes
- ▶ Participation is required to maintain enrollment as a CNRS provider
- ▶ Failure to submit will result in a sanction of payment suspension and may result in disenrollment from CNRS services.

The Details

- ▶ Fillable PDF document located here:
<https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/cnrs>
- ▶ Requires signatures from your agency's president/CEO
- ▶ Due date of January 31, 2025

- ▶ Submission via email to CNRS@hhs.iowa.gov

- ▶ Following submission
 - Your specialist will notify you that revisions are required or
 - You will receive a letter of acceptance

Instructions For Completion

- ▶ **Save to your computer or local drive before completing**
- ▶ Do not submit a self-assessment that is printed, scanned, or copied
- ▶ Read all instructions
- ▶ Form features
 - [Blue](#) text is an active link which takes you to various sections within the form or to external resources
 - Use tab key to navigate cursor
 - Free-text boxes
 - Electronic signature

Section I. Organization Details

- ▶ Main Office Information
- ▶ TIN number (9 digit number)
- ▶ All applicable agency NPIs (10 digit numbers)
- ▶ Legal business name, if different from name you are doing business as(DBA)
- ▶ Correct email addresses

- ▶ Section II. Service Locations
 - Provides space for up to nine locations where CNRS is provided.
 - Contact your specialist for a separate form if you have more than nine locations

Section III. Self-Assessment Questionnaire

- ▶ Select the most appropriate response.
 - Yes = your organization meets the standards and can provide verifiable evidence. The standard may be required by Iowa Medicaid law or rule, your own internal policy, as best practice, or because of another oversight entity outside of Iowa Medicaid.
 - No = your organization does not meet the standard or cannot provide evidence, but are required to by law, rule, your own policy, or the standard is otherwise necessary for the services your organization is enrolled to provide.
 - If you select No, you must describe a plan in the designated box that explains what you will do to correct the problem with specific timelines for achieving compliance.
 - This plan may be referred to a remediation plan, corrective action plan, or “CAP”.
 - NA = standard is not required by law, rule, or organization policy for the services you are enrolled to provide.
- ▶ At the end of each topic, there is a free-text box for your organization to highlight how your organization meets or exceeds the requirements.

Section III. Self-Assessment Questionnaire (Continued)

Section III. Self-Assessment Questionnaire consists of the following areas:

- A. Organizational Standards
 - To provide quality services to members, organizations need to have sound administrative and organizational practices and a high degree of accountability and integrity. Organizations should have a planned, systematic, organization-wide approach to designing, measuring, evaluating, and improving its level of performance.

- B. Personnel and Training
 - Providers need to have qualified employees commensurate with the needs of the members served and requirements for the employee's position. Employees should be competent to perform duties and interact with members.

Section III. Self-Assessment Questionnaire (Continued)

- C. Policies and Procedures

- This section focuses on the core set of policies and procedures which guide the provision of services. Policies and procedures outline day-to-day operations, ensure compliance with laws and regulations, and guide staff. Policies and procedures are implemented so that members receive fair, equal, consistent, and positive service experiences.

Section IV. Guarantee of Accuracy

Attestation to the accuracy of your self-assessment responses

Select Accreditation or Licensing each CNRS location has

- Include start and end dates

Digitally sign by typing your name within the document

Submission

Do not submit a self-assessment that is printed, scanned, or copied

Email to CNRS@hhs.iowa.gov

- Your agency's name in the Subject line

Due by January 31st, 2025

- Early submission is strongly recommended.

Implementation of self-identified corrective action must be completed within 30 days.

Failure to submit the required 2024 Quality Self-Assessment will jeopardize your agency's Medicaid enrollment and may result in sanction of payment suspension.

PROVIDER NAME	QIO SPECIALIST AND CONTACT INFORMATION
Community NeuroRehab of Iowa, Inc.	Lyndsey Hamill lyndsey.hamill@hhs.iowa.gov
NeuroRestorative Iowa	Theresa Hemann theresa.hemann@hhs.iowa.gov
On With Life	Lyndsey Hamill lyndsey.hamill@hhs.iowa.gov
Opportunities Unlimited	Julene Shelton-Beedle julene.shelton-beedle@hhs.iowa.gov
Neuro RehabCare of Waterloo	Rebecca Barber rebecca.barber@hhs.iowa.gov

Resources

CNRS Website

<https://hhs.iowa.gov/ime/members/medicaid-a-to-z/cnrs>

- Self-Assessment form and training
- Service descriptions
- Link to regional specialists

Archived Informational Letters

<https://secureapp.dhs.state.ia.us/IMPA/Information/Bulletins.aspx>

Informational Letter sign-up

<https://secureapp.dhs.state.ia.us/impa>

Resources

Centers for Medicare and Medicaid Services

<http://www.cms.gov/>

Iowa Code and Iowa Administrative Code (IAC):

<https://www.legis.iowa.gov/law>

Provider Services:

imeproviderservices@hhs.iowa.gov

1-800-338-7909 (toll free) or 515-256-4609 (Des Moines)



Questions

QIO HCBS
Iowa Medicaid
hcbsqi@hhs.iowa.gov



Health and
Human Services