

QIO - A-15 Service Plan Reductions

Purpose:

The purpose of this report identifies the process by which the QIO maintains Iowa's 1915(b) waiver requirements. As part of the quality oversight process, the QIO monitors managed care organization (MCO) service plan reductions and terminations for 1915(c) Home and Community Based Services (HCBS) waivers and 1915(i) State Plan HCBS Habilitation services.

QIO Services reviews the AccQual A-15 Service Plan Reduction reports using the attached A-15 audit tool and communicates its findings to the MCOs and Bureau of Managed Care (BMC) through the monthly reporting feedback spreadsheet. BMC account managers will review MCO responses to the feedback (including QIO Services feedback) and appropriate remedies will be assessed.

Identification of Roles:

MCO – will provide monthly AccQual A-15 Service Plan Reductions reports, AccQual A-15 Service Plan Reductions sample reports, current person-centered service plan, core standardized assessment or Department approved assessments, and Notice of Decision for the service reduction or termination.

BMC – will provide communication and is the liaison between the MCO and QIO Services regarding review activity.

QIO Services operational manager – oversees review processes, consults with QIO Services review coordinator (RC) as appropriate, and reports on the activity.

RC – reviews the A-15 sample report, completes the A-15 audit tool for each service plan reduction, and enters any deficiencies, comments, and questions on the monthly reporting review feedback spreadsheet.

Performance Standards:

There are no performance standards identified for this review.

Path of Business Procedure:

Step 1: The MCO submits monthly AccQual A-15 Service Plan Reductions report with a list of all service plan reductions/terminations for HCBS enrolled members for the month of review.

Step 2: A representative sample of service plan reductions reported in the A-15 Service Plan Reduction report will be populated in the report by QIO Services for each MCO to complete and provide additional information.

- a. QIO Services places the information the MCO previously provided for the service plan reductions into the AccQual A-15 Service Plan Reductions sample report for the service plan reductions that are part of the representative sample.
- b. QIO Services then sends the AccQual A-15 Service Plan Reductions sample report to the BMC account managers to send to the MCOs along with the BMC monthly reporting feedback.

Step 3: The MCO submits its monthly AccQual A-15 Service Plan Reductions sample report for the representative sample of service plan reductions/terminations for which additional information was requested.

- a. The MCOs complete additional information for the service plan reductions identified as part of the representative sample.
- b. The MCO submits the AccQual A-15 Service Plan Reductions sample report with the current month's reports to the BMC. For example, the MCO would complete the original June AccQual A-15 report in June. Then the MCO would complete the AccQual A-15 sample report for June and submit to Iowa Medicaid with July monthly reports (including the July AccQual A-15 report).

Step 4: QIO Services reviews the monthly AccQual A-15 Service Plan Reductions sample report using the A-15 audit tool.

- a. The BMC sends the AccQual A-15 sample report to QIO Services to review.
- b. QIO Services completes each criterion in the A-15 audit tool for each service plan reduction in the A-15 AccQual sample report.
- c. QIO Services RC reports their findings on the AccQual A-15 Service Plan Reductions sample report by stating if the documentation and rationale provided is found consistent or not consistent with the information provided. If the reduction/termination is found to be not consistent the RC will provide feedback to the MCO.
- d. The RC may also identify potential risks during the A-15 review process. Any potential risks identified will be reported under the feedback area of the AccQual A-15 Service Plan Reductions sample tool for the MCO to address.
- e. QIO Services reports its findings on the monthly reporting feedback spreadsheet to BMC.

Step 5: BMC reviews QIO Services AccQual A-15 Service Plan Reductions sample tool findings, adjusts the monthly reporting feedback accordingly, and sends to the MCOs for review.

RFP References:

1.3.1.1.E.2.a

Interfaces:

MCOs

MCO account manager