

QIO - HCBS Agency Closure

Purpose:

To ensure home and community-based services (HCBS) agency/service closures, disenrollments, transitions from facility to HCBS services, individual provider mitigation strategies implemented in response to a public health emergency (PHE), staffing shortage, or similar circumstances are tracked, coordinated across units, and carried out in the best interests of members and to ensure the transition of affected members to a new provider, location, and/or services as necessary.

Identification of Roles:

HCBS operations manager – provides status updates to policy staff on provider closures.

HCBS specialist - completes the appropriate tracking log and completes and documents weekly follow up.

HCBS support staff - sends the agency closure notification.

Path of Business Procedure:

Step 1: HCBS support staff sends notification of the agency closure to MCO representatives, Policy, and HCBS specialists.

Step 2. The assigned HCBS specialist completes the agency closure tracking spreadsheet or member transition spreadsheet as appropriate to the agency's circumstances.

Step 3. QIO follows up weekly with the provider and documents updates on the closure tracking spreadsheet and/or member transition spreadsheet.

Step 4. QIO operations manager provides Policy with update of the transition.

Step 5. Transition monitoring will continue until all members have been transitioned to another agency for services.

Forms/Reports/Materials:

Closures Tracking spreadsheet: \\dhsime\HCBS\Provider Closures and Disenrollments

Member Transition Tracking: \\dhsime\HCBS\Provider Closures and Disenrollments