# QIO - HCBS Community Based Case Manager Interdisciplinary Team Ride Along (A-16 Report)

## **Purpose:**

To ensure that the interdisciplinary team (IDT) follows a person-centered planning process and it is individualized to address member specific needs and results in a person-centered service plan based on historical information and future desires and outcomes. The activity is a result of the Special Terms and Conditions for Iowa 1915(b) waivers.

#### **Identification of Roles:**

MCO bureau account manager - provides communication to the MCO regarding the review activity.

MCO bureau quality improvement analyst - provides the A-16 report monthly to the HCBS operations manager.

HCBS operations manager - receives the A-16 report and orchestrates the meetings with the HCBS specialists and reports on the activity.

HCBS specialist - attends and completes the review of the IDT meeting.

#### **Performance Standards:**

- Observe the service planning process for 5 IDTs from each MCO per month.
- Record findings on approved forms and report findings to HHS on a monthly basis.

#### **Path of Business Procedure:**

**Step 1:** MCO bureau quality improvement analyst submits the monthly A-16 report to the HCBS operations manager.

**Step 2:** HCBS operations manager reviews the list and determines which regional HCBS specialist should be assigned to the individual IDT.

**Step 3:** HCBS operations manager sends the list out to the HCBS specialists.

**Step 4:** HCBS specialists compares dates to their work schedule and contacts the community based case manager to notify them that the specialist will be attending the IDT.

**Step 5:** The HCBS specialist attends the IDT and completes the first half of the CBCM IDT form

**Step 6:** The HCBS specialist saved the completed form to the HCBS shared drive.

**Step 7:** 30 days after the CBCM IDT was attended the HCBS specialist requests a copy of the CBCM person-centered service plan, the old service plan, notes, and any other information that supports the person-centered planning process.

**Step 8:** Once the requested information is received, HCBS specialist completes the CBCM IDT form.

**Step 9:** HCBS specialist saves the completed form to the shared drive.

**Step 10:** Ten business days after the end of the month HCBS operations manager pulls the information into the CBCM IDT report and submits this to HHS.

**Step II:** HCBS operations manager will also compile all results and send the prior months completed results to the MCO account managers for disbursement to the MCOs.

# Forms/Reports/Materials:

A-16 (CBCM IDT) Tool

#### **RFP References:**

1.3.1.1. E.

## **Attachments:**

# Attachment A: A-16 (CBCM IDT) Tool

CBCM IDT Ride Along Report	Tool (A16.9	TC)		I
MCO	Tool (Allo S	1101		
Reviewer Date Completed				1
CS CM Name Number SD				-
Provider Name				
Provider Contact Services Discussed at IDT	****	***	Units	1
Services of Colonic at 101	Service		unita	1
				1
				1
Services Included in the Service Plan	Service		Units	M.CO Response
	CBCM IDT	File Review	Overall Findings	M CO
Requirements Listhere evidence that the CISCM IDT includes people chosenby	Response	Response	Response	R ex ponse
The member? CBCM IDT Comments.				
Fite Review Comments:				
Overall Comments:  Its here evidence that the member lead the CSCM IDT				
meeting? (If yes, skip question 3)				
CBOM IDT Comments: File Review Comments:				
Overall Comments:				
Is there evidence that the teamlead was chosen by the member? Alternatively, is there evidence that the member				
3 elected not to exercise this choice and the learn made the decision regarding who would serve as the lead? (if question 2)				
is Yes, NA his question) CBCM IDT Comments.				
Fite Review Comments:				
Overall Comments: Is there evidence that the person-centered planning process				
4 occurred at a time and location that was convenient for the				
meriter? CBOMIDT Commeris:				
File Review Comments: Overall Comments:				
Is there evidence that the case manager and learn members 5. accommodated the member's special communication or cultural				
needs?				
CBOM IDT Comments: File Review Comments:				
Overall Comments: Is here evidence which supports that the member was ofered				
6 and educated on the available services, supports, and				
providers? CBOM IDT Comments:				
File Review Comments: Overall Comments:				
Is there evidence that the case manager and member				
7 discussed options for meaningful day activities, employment, and educational opportunities?				
CBOM IDT Comments: File Review Comments:				
Overall Comments:				
is there evidence that the case manager identified activities to ancourage the member to make choices, to experience a sense				
of achievement, and to modify or continue perticipation in the service plan?				
CBCM IDT Comments: File Naview Comments:				
Overall Comments:				
2 Is here evidence that atternative HCBS satings were considered by the member?				
CBCM IDT Comments:				
Fite Review Comments: Overall Comments:				
# Does the service plan include evidence of the member's # strengths and preferences?				
CBCM IDT Comments:				
File Review Comments: Overall Comments:				

# Does the service plan include evidence that the identified			
# clinical and support meets were addressed? CBOM IDT Comments:			
Fite Review Comments:			
Overall Comments:			
<ul> <li>Does the service plan include evidence of individually identified</li> <li>goals and desired outcomes that are observable and</li> </ul>			
# messurable?			
CBOM IDT Comments:			
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# Does the service plan include evidence of interventions and			
# supportanceded to meet members' goals and incremental # action steps as appropriate?			
CBCM IDT Comments:			
Fite Review Comments:			
Overall Comments:  # Does the service plan reflect the services, frequency, and			
# supports, both paid and unpaid (natural supports), that will			
# assist the individual to achieve identified goals? CBOM IDT Comments:			
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Overall Comments:  # Does the service plan include the name of each provider who is:			
# responsible for carrying out the interventions or supports			
# Included in the service plan?			
CBOM IDT Comments: File Review Comments:	,		
Overall Comments:			
# Does the service plan indicate if the member has elected to self- # direct services and, as applicable, which services the individual			
# elects to self-direct?			
CBCM IDT Comments:			
Fite Review Comments: Overall Comments:			
Does the service plan include evidence of an emergency plan?			
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Overall Comments:			
Does the emergency plan include evidence of health and safety			
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