Direct Care Worker
Tribal Agency Monitoring

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Purpose

• In 2015, AHCCCS plans to conduct annual monitoring of Direct Care Service Agencies serving Tribal ALTCS members who live in their own homes.

• Ensure the provision of:
  o Service delivery in accordance with authorizations and the members needs
  o quality of care for members
  o training and supervision of direct care workers
Purpose

• There are a total of 48 agencies currently serving these Tribal ALTCS members
  ○ 12 are contracted by a Managed Care Organization (MCO) and receive annual monitoring
  ○ 36 are not contracted and do not receive monitoring
Training

• AHCCCS will conduct training for agencies
  o Explain the process
  o Explain the standards and the monitoring tool
  o Provide assistance on how to meet the requirements
• Provide follow up training to review overall findings and common areas for improvement
• Provide training sessions at the AHCCCS office and by webinar
Process

• The monitoring is an annual desk audit
• The desk audit will be consistent with monitoring conducted by the MCOs
• The monitoring will be conducted by AHCCCS staff from:
  o Clinical Quality Management
  o Operations
  o Medical Management
Audit Elements

• Administration Review
  ▪ Service Utilization
  ▪ Employee Screening
  ▪ Policies and Procedures

• Member File Review
  ▪ Customer Satisfaction
  ▪ Service Provision
  ▪ Quarterly and Supervisory Visitations
  ▪ Contingency Plans
  ▪ Written Agreement

Reaching across Arizona to provide comprehensive quality health care for those in need
Audit Elements

- DCW File Review
  - Employment References
  - Skill Set vs. Member Needs and Preferences
  - Written Agreement
  - Services Provided
  - Supervisory Visitations
  - Training
    - Orientation to Member
    - CPR
    - First Aid
    - DCW Training

Reaching across Arizona to provide comprehensive quality health care for those in need
Time Line

• May – June 2015
  o Send information notice to Tribal Leaders
  o Send information notice to Agencies

• July 2015
  o Conduct training

• August 2015
  o Send audit notice to Agency to request listing of member and employees
  o Agency listing will be due 3 weeks from the notification
Time Line

• September 2015
  o Send request for randomly selected member and employee files
  o Agency will have one week to submit selected files

• October – November 2015
  o AHCCCSS will conduct the audits
  o Audit finding/result notices will be sent to Agencies
  o Agencies will develop and submit Corrective Action Plans

• January – August 2016
  o Conduct training on trends or common mistakes made by Agencies
Questions?
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