



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:
 - Service delivery in accordance with authorizations and the members needs
 - quality of care for members
 - 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
 - Explain the process
 - Explain the standards and the monitoring tool
 - 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:
 - Clinical Quality Management
 - Operations
 - 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

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

Time Line

- May – June 2015
 - Send information notice to Tribal Leaders
 - Send information notice to Agencies
- July 2015
 - Conduct training
- August 2015
 - Send audit notice to Agency to request listing of member and employees
 - Agency listing will be due 3 weeks from the notification

Time Line

- September 2015
 - Send request for randomly selected member and employee files
 - Agency will have one week to submit selected files
- October – November 2015
 - AHCCCS will conduct the audits
 - Audit finding/result notices will be sent to Agencies
 - Agencies will develop and submit Corrective Action Plans
- January – August 2016
 - Conduct training on trends or common mistakes made by Agencies

Questions?

Contact Information

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