



# Direct Care Worker Agencies that provide services to Tribal ALTCS members



# Direct Care Worker Agencies

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- Direct Care Worker (DCW) Agencies employ direct care workers.
- A DCW is a person who assists an elderly person or individual with a disability with activities necessary to allow them to reside in their home in order to provide services (attendant care, personal care, homemaker, respite, or habilitation services) to ALTCS members.

# Direct Care Worker Agencies

- In 2019, DFSM 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

# Direct Care Worker Agencies

- There are a total of 96 agencies currently serving Tribal ALTCS members in members' homes.
- Approximately 52 of these agencies are affiliated with a managed care organization (MCO) and receive monitoring.
- 44 agencies are fee-for-service only and **do not** receive monitoring

# Educational Campaign

- DFSM 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

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- The monitoring will be an annual desk audit
- The desk audit will be consistent with AMPM Policies, Chapters 900 and 1200
- The monitoring will be conducted by DFSM & DHCM (Division of Health Care Management) staff from:
  - DFSM Tribal ALTCS
  - DFSM Policy, Audit, Education Team
  - Possibly DHCM Clinical Quality Management

# Audit Elements

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- Administration Review
  - Service Utilization
  - Employee Screening
  - Policies and Procedures
- Member File Review
  - Customer Satisfaction
  - Service Provision
  - Quarterly and Supervisory Visitations
  - Contingency Plans

# Time Line-DCW Agencies

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- June 2018
  - DFSSM to create audit tools
- July 2018-September 2018
  - Notification to Tribes, DCW Agencies
- October 2018-July 2019
  - Provide technical assistance & guidance to DCW Agencies
- August 2019
  - Begin Audits



# AHCCCS Website—information pertaining to DCW Agencies

<https://www.azahcccs.gov/PlansProviders/CurrentProviders/DCW/>

The screenshot shows the AHCCCS website interface. At the top, there is a navigation bar with links for State Agencies, State Services, Visit OpenBooks, and Ombudsman-Citizens Aide. The AHCCCS logo is prominently displayed, along with a search bar and a navigation menu. The main content area is titled 'Direct Care Worker Training and Testing Program'. The page includes a sidebar with various links such as 'AHCCCS Online', 'Health Plans', 'New Providers', 'Current Providers', 'Provider Website', 'Provider Revalidation', 'CRS Referrals', 'ALTCs Electronic Member Change Request (EMCR)', 'Self Directed Attendant Care', 'Direct Care Workers', 'Policy & Support Documents', 'How to Become a Training and Testing Program', 'Direct Care Services Agencies', and 'Approved Training and Testing Programs'. The main text describes the training and testing requirements for Direct Care Workers (DCW) who provide direct care services to Arizona Long Term Care System (ALTCs) members. It states that beginning October 1, 2012, all AHCCCS provider agencies of direct care services must utilize DCWs who have passed the required competency tests within 90 days of hire. The page also lists entities that can become Approved Training and Testing Programs and provides a link to the Approved Program Listing.

# CONTACT INFORMATION

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# Questions?

# Thank You.

