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

- 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
  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 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:
  o DFSM Tribal ALTCS
  o DFSM Policy, Audit, Education Team
  o Possibly DHCM Clinical Quality 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
**Time Line-DCW Agencies**

- **June 2018**
  - DFSM 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/CurrrentProviders/DCW/

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Questions?

Thank You.