**Department of Social Services**

**Community Options**

**Quality Assurance Newsletter**

**April 2019**



Hitting the Mark – Critical Incidents

The Centers for Medicare and Medicaid Services (CMS) requires DSS to meet certain performance measures. Critical incidents are required to be reported to DSS within **two business days**. The overall average statewide among all Access Agencies reporting critical incidents within two business days must be 86% or higher. Statewide, that threshold has rarely been hit. It is imperative that critical incidents be reported within two business days. Enter the incident as soon as possible. In the narrative, state that further investigation is happening and will be reported later. DSS can keep the incident open to allow additional information to be entered.

Mrs. Hobbs’ Vacation Abroad 

**Adult Family Living Vacation Policy**

Providers must be with the client providing services while they are on vacation.

Vacation payments

* Providers will not be paid for vacations lasting more than two weeks.
* Prior authorizations should be end dated after two weeks and may resume when the client returns.

Vacations outside of the United States and its Territories

* Providers will not be paid for any vacation occurring outside of the United States. Prior authorizations should be end dated at the beginning of the vacation and may resume upon the client’s return.

.

Neither Medicare nor Medicaid cover any services provided in another country. This includes all waiver services and medical services such as emergency room visits, hospitalizations, doctor visits, etc. You may wish to advise caregivers and your clients of this.

Help! Services Are Discontinued

Numerous clients lose eligibility due to failure to submit the Medicaid redetermination or financial information. Clients are issued a Notice of Action which states the deadline for submitting the documents. DSS Financial enters a memo in Ascend with the date that services must stop if the documents are not submitted.

When the documents have been submitted and eligibility is restored there may not be a memo in Ascend rescinding the service discontinuation. When withdrawal of services presents a significant risk to the client’s health and safety, do not wait for Financial to respond to the memo. Contact the Financial Unit directly.

***Ascend Attachment Accessibility***

The best recommendation for users unable to open attachments is to ensure that the ascendami.com domain is added to the users’ trusted sites in their browsers and using a supported browser.

***Reminders, if you please:***

* Upload the current TPOC in Ascend when doing the annual reassessment.
* Check for critical incidents holding for information.

***How Do I Request Home or Environmental Accessibility Modifications?***

[](https://images.search.yahoo.com/images/view;_ylt=Awr9DWvt8pRcVz4A.jY2nIlQ;_ylu=X3oDMTIzbWJkcmNwBHNlYwNzcgRzbGsDaW1nBG9pZAMxN2IzMTc0ZmJiZmIwNGIyNGUyZWJmNzQzZmFmZDQ0ZgRncG9zAzMyBGl0A2Jpbmc-?back=https://images.search.yahoo.com/yhs/search?p%3Dfree%2Bclip%2Bart%2Bpicture%2Bgrab%2Bbars%2Bin%2Bbathroom%2Belderly%2Bperson%26n%3D60%26ei%3DUTF-8%26fr%3Dyhs-pty-pty_email%26fr2%3Dsb-top-images.search.yahoo.com%26hsimp%3Dyhs-pty_email%26hspart%3Dpty%26tab%3Dorganic%26ri%3D32&w=236&h=243&imgurl=s-media-cache-ak0.pinimg.com/236x/02/fa/f3/02faf3129cd50a466ceb45fd949e7f38.jpg&rurl=http://www.pinterest.com/spersrud/home-modifications-for-children-elderly-and-disabl&size=+8.4KB&name=Home+Modifications+for:+Children,+%3cb%3eElderly%3c/b%3e,+and+Disabled+on+Pinterest+|+Wheelchair+Ramp+...&p=free+clip+art+picture+grab+bars+in+bathroom+elderly+person&oid=17b3174fbbfb04b24e2ebf743fafd44f&fr2=sb-top-images.search.yahoo.com&fr=yhs-pty-pty_email&tt=Home+Modifications+for:+Children,+%3cb%3eElderly%3c/b%3e,+and+Disabled+on+Pinterest+|+Wheelchair+Ramp+...&b=0&ni=128&no=32&ts=&tab=organic&sigr=12kgvjlr0&sigb=16u62hj6q&sigi=12fk96reb&sigt=1316qqjo8&sign=1316qqjo8&.crumb=NwkosTY9vGs&fr=yhs-pty-pty_email&fr2=sb-top-images.search.yahoo.com&hsimp=yhs-pty_email&hspart=pty)

These modifications are one-time expenses allowable up to $15,000 per client over a 3 year period. The purpose of the modification must be to maintain or increase independence and to prevent institutionalization. Examples of what may be covered:

* grab bars
* widening of doors
* bathroom modifications
* ramps

The goal must be included on the toolkit and state which unmet need(s) this will address. This dollar amount is outside of the client’s total budget and not to be included in the monthly Universal Plan of Care.

Community Options nurse, Maria Dexter, approves all PCA waiver/CFC and CHCPE. Paul Ford approves all MFP and CFC home modifications. DSS may request PT/OT evaluations prior to the home modification.

Contractor quotes must be submitted and itemized. The provider will absolutely not be paid an amount in excess of $15,000. Allied must credential approved contractors. Contractors do not get paid until the work is completed and have submitted the invoice to Allied after the work is completed. Allied will pay the provider directly. Clients should complete a satisfaction survey when the work is finished.

***March Madness – Critical Incident Scores***

[](https://images.search.yahoo.com/images/view;_ylt=AwrExdnX6ZRcCywAhYM2nIlQ;_ylu=X3oDMTIzMjRscHBkBHNlYwNzcgRzbGsDaW1nBG9pZAM3NDdmZTZiNzcxNDY1OTUwZGI2YWEzYTRkZjdjMGM5NgRncG9zAzE2BGl0A2Jpbmc-?back=https://images.search.yahoo.com/yhs/search?p%3Dfree%2Bclip%2Bart%2Broad%2Bto%2Bsuccess%26n%3D60%26ei%3DUTF-8%26fr%3Dyhs-pty-pty_email%26fr2%3Dsa-gp-images.search.yahoo.com%26hsimp%3Dyhs-pty_email%26hspart%3Dpty%26tab%3Dorganic%26ri%3D16&w=170&h=128&imgurl=photos.gograph.com/thumbs/CSP/CSP684/k6844323.jpg&rurl=https://www.gograph.com/vector-clip-art/success.html&size=+4.2KB&name=%3cb%3eSuccess%3c/b%3e+%3cb%3eClip%3c/b%3e+%3cb%3eArt%3c/b%3e+-+Royalty+%3cb%3eFree%3c/b%3e+-+GoGraph&p=free+clip+art+road+to+success&oid=747fe6b771465950db6aa3a4df7c0c96&fr2=sa-gp-images.search.yahoo.com&fr=yhs-pty-pty_email&tt=%3cb%3eSuccess%3c/b%3e+%3cb%3eClip%3c/b%3e+%3cb%3eArt%3c/b%3e+-+Royalty+%3cb%3eFree%3c/b%3e+-+GoGraph&b=0&ni=160&no=16&ts=&tab=organic&sigr=11kvj4l3s&sigb=1604eofi3&sigi=11h9omgn9&sigt=125bacnhu&sign=125bacnhu&.crumb=NwkosTY9vGs&fr=yhs-pty-pty_email&fr2=sa-gp-images.search.yahoo.com&hsimp=yhs-pty_email&hspart=pty)

The score that must be achieved is an overall average of 86% or higher of critical incidents being reported within two business days for all Access Agencies combined

Below are the results for January and February for the six Access Agency offices and overall, scores have been rising. With sustained effort and concentration, all of our players can score that winning goal.

Questions? Comments?

Email: [sheila.nolte@ct.gov](mailto:sheila.nolte@ct.gov)

or call 860-424-4806