



Putting People First



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TO: Executive Directors of Voluntary Provider Agencies,
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FROM: Sheila McBain *Sheila M. McBain*
Deputy Commissioner, Division of Quality Management

SUBJECT: Changes in Review Process, effective November 1, 2009

DATE: November 5, 2009

Suggested Distribution:

Agency Executive Staff

Agency Managers

Agency Quality Management Staff

As a result of the Quality Improvement Strategies required by OMRDD's renewed Home and Community Based Services Waiver, we have revised our Medicaid Service Coordination and Universal Review Protocols.

In keeping with OMRDD's commitment to share timely information with stakeholders, I have attached the revised protocols and guidelines which became effective November 1, 2009.

You will note the addition of some questions with identifier codes starting with "FR". It is our intent to collect state-wide data on the findings related to these questions to enable OMRDD to assess its own performance in implementing the HCBS Waiver and identify and address any issues resulting in system-wide remediation. We will share review findings with each agency at the conclusion of its review. It is expected that provider agencies will assess and correct any deficient practices that may be identified.

If you have any questions about the information in the revised protocols or guidelines for protocol implementation, please contact your Bureau of Program Certification Regional Director or Deborah Burkhardt, Quality Management Strategies Unit. Ms. Burkhardt can be reached at (800) 452-4256, extension 220.

Attachments (2)