

Notice of Instruction

5905 Breckenridge Parkway, Suite F
Tampa, Florida 33610
(813) 740-3888
(800) 336-2226 (FL)
Fax (813) 623-1342



Notice of Instruction Number:

#081108- Active MW Receiving APS Referral- KP

TO: All Lead Agencies/PSA 6

FROM: Katie Parkinson, Director of Program Management

DATE: August 11, 2008

SUBJECT: Notifying WCFAAA regarding Active Medicaid Waiver consumers who receive an APS Referral

cc: Medicaid Waiver Specialists, ARTT Users

The purpose of this Notice of Instruction is to inform you that WCFAAA has added a procedure entitled "Quality Assurance/Quality Improvement Initiatives for Active Medicaid Waiver Consumers Receiving an APS Referral." Pursuant to the addition of this procedure, WCFAAA is requiring all case managers to contact the Medicaid Waiver Specialists at any time an active Medicaid Waiver (MW) client receives an Adult Protective Services (APS) referral.

The intent of this new procedure is to ensure that the identified needs for active clients receiving an APS referral have been met and there is adequate follow-up documentation. Please see attached procedure for details.

This requirement will be reviewed for compliance during routine monitoring visits. If you have any questions or concerns about this notice, please contact Katie Parkinson at (813) 676-5574.

Thank you for your continued commitment to Florida's elders.

Attachments:

- **QAQI05 Procedure: Quality Assurance/Quality Improvement Initiatives for Active Medicaid Waiver Consumers receiving an APS Referral**

PUOP# QAQI05 **Revision:** N/A
Effective Date: 8/11/2008

Prepared By: KP
Approved By: GDS

Title: Quality Assurance/Quality Improvement Initiatives for Active Medicaid Waiver Consumers Receiving an APS Referral

Policy: To outline the methods used for quality assurance and to ensure quality improvement initiatives are aimed at identifying, assessing and providing services to Active Medicaid Waiver (MW) who receive an Adult Protective Services (APS) referral.

This procedure is to be handled in accordance with the following documents:

- **NOI #0801108-Active MW Receiving APS Referrals-KP,**
- The Memorandum of Understanding between DCF(Department of Children and Families), West Central Florida Area Agency on Aging and the Lead Agency; and
- The APS Referral Operations Manual dated 12/11/2007.

Scope: This procedure applies to all Active MW consumers receiving an APS Referral served within Planning and Service Area 6.

Responsibilities: The Medicaid Waiver Specialist (MWS) will take primary responsibility to ensure that APS client issues are addressed in a timely manner and there is not an unreasonable delay in receipt of services.

Procedure:

1. The case manager is responsible completing all requirements as set forth in the referenced APS Referral Operations Manual.
2. Lead Agency case managers are required to contact the MWS within 30 days following receipt of an APS referral for an active Medicaid Waiver consumer.
3. Per the Department of Elder Affairs, as an element of monitoring providers in the Standard Contract, the Medicaid Waiver Specialists are required to review information and reports regarding all active Medicaid Waiver client APS cases.
4. The MWS will staff the case to review with the case manager to determine the status of the APS referral and actions taken to address the consumer's need.
5. The MWS will maintain the following records regarding each Active MW client receiving an APS referral:
 - CIRTS Report indicating consumer is an Active MW client with an APS referral,
 - Documentation on the staffing completed with the case manager (i.e. status of client, services initiated, contact made between CM and API, etc...),
 - Verification with CM that CIRTS has been reviewed and documentation on file to verify that consumer assessment information was updated accordingly.

- Any additional documentation necessary to verify that APS referral was properly handled and needed follow-up completed.
- The MWS will routinely review compliance with this requirement during scheduled monitoring visits.

Revision History:

Revision	Date	Description of changes	Requested By