

Quality Assurance Sixth Review

- Review of charts from Jan-March 2017
- Will be begin in June 2018 –
- Sample Size
 - 1 recipient randomly pulled from each Health Home. Each health home has a backup recipient pulled as well will be used if the results of the first review do not yield the appropriate results.
 - Clinics not associated with the following systems: Sanford, Avera: and Horizon will be over sampled to 3% of the recipients who received a core service.
 - Sample universe limited to recipients who received a core service during the quarter.
- To Assess
 - Is there a care plan?
 - Is there evidence of a core service in the EHR?
 - Does the core service tie to the care plan?
 - Is there evidence that the Annual Depression and Substance Abuse Screening was completed and documented in the EHR? If submitting using paper charts, please include records outside the review period to show that these annual screenings were completed.
 - Does the care plan include plan for integration of other necessary physical or behavioral health services, if necessary?
 - For ER visits, was the Health Home notified within 24 hours? Was the notification documented in the EHR?
 - For hospitalizations review the transition plan. Was the Health Home involved in the transition? Was it documented in the EHR?
 - Did the Health Home contact the recipient within 72 hours of discharge? Was it documented in the EHR?
- Review will Validate
 - A care plan is in place for each recipient and is being utilized
 - Core Services are being provided and they tie to the care plans
 - Electronic Health Record is being utilized
 - Mental Health and Substance Abuse Screening is being completed
 - Transition of care processes is in place and being utilized.
- Potential Remediation:
 - Additional technical assistance and education provided to the Health Home.
 - Request additional documentation or evidence.
 - Increased sample in problematic Health Homes.
 - Recoupment of per member per month if no evidence of core service provision is identified.
- Review can be done via paper or electronic access. Paper charts should be submitted using the Fax cover sheet provided by a member of the team when the list of recipients is provided. Paper charts need to be submitted or contact about an electronic review appointment is due by June 8, 2018.

- Unless otherwise indicated, your contact for the review is Mikayla Thomas – 605.773.5611.
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