

Quality Assurance Review 2022

- ❖ Provide information from July 1st- September 30th of 2022/ Quarter 3
- ❖ Sample Size:
 - 2 recipients are randomly selected from each Health Home.
 - 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.
- ❖ What are we looking for?
 - Is there a care plan
 - Is there evidence of a core service in the EHR?
 - Does the core service tie to the care plan?
 - Was a core service provided?
 - 6 core services
 - Comprehensive care management
 - Care coordination
 - Health promotion
 - Comprehensive Transitional Care
 - Individual and Family support
 - Referrals to Community and Social Support Services
 - Core Service criteria
 - Recipient must be engaged in the core services.
 - Must be indicated by their care plan
 - Must be documented in their EHR
 - Must have not already been submitted for payment as part of a Fee for Service, Encounter or Daily Rate.
 - Does the care plan include plan for integration of physical or behavioral health services if necessary?
 - Additional Resources
 - https://dss.sd.gov/docs/healthhome/teams_based_care/Orientation_Provider.pdf
 - https://dss.sd.gov/docs/healthhome/outcomemeasures/2021_Items_for_the_Care_Plan.pdf
 - https://dss.sd.gov/docs/healthhome/application_attachment2_core_services_definitions.pdf
 - Is the care plan being utilized?
 - Annual Depression screening completed?
 - Annual Substance Abuse screening completed? Alcohol, illegal drugs, and tobacco
 - ER visits- follow up? Documentation?
 - Hospitalization- follow up? Documentation?
- ❖ If any clinical information is missing send out additional information request letter
 - Clinic has 10 business days to provide additional information
 - Once received review
 - If any adverse findings after additional information requested will report these to DSS

- ❖ Reviews can be done via paper, in person or electronic access. Paper charts should be submitted via Fax with a cover sheet. All charts should be sent in by May 15th.
- ❖ If an in-person review is needed contact me via email Tina.Welbig@state.sd.us or by calling 605-410-4385
- ❖ Contact Tina.welbig@state.sd.us if you have any questions.