

## Quality Assurance Fourth Review

- Review of October 2015- December 2015
- Will be completed in April 2016 –
- 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 evidence that the Mental Health and Substance Abuse Screening was completed documented in the EHR?
  - 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 (corresponds with submission of outcomes measure #39).
  - Core Services are being provided and they tie to the care plans (corresponds with Quarterly Core Service Report).
  - Electronic Health Record is being utilized (#32 and #34).
  - Mental Health and Substance Abuse Screening is being completed (corresponds with outcomes measures (#12a,b,c and #13)
  - Transition of care processes is in place and being utilized. (Corresponds with outcomes measure #35a and 35b).
- 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. Paper charts should be submitted using the Fax cover sheet provided by Savanna Bierne when she provides the

list of recipients. Charts due or contact on electronic review due by April 11, 2016.

- Contacts for the review is Savanna Bierne – 605.773.4413 or [Savanna.Bierne@state.sd.us](mailto:Savanna.Bierne@state.sd.us)
- Review will be done by Lisa Stanley. [Lisa.Stanley@state.sd.us](mailto:Lisa.Stanley@state.sd.us)