

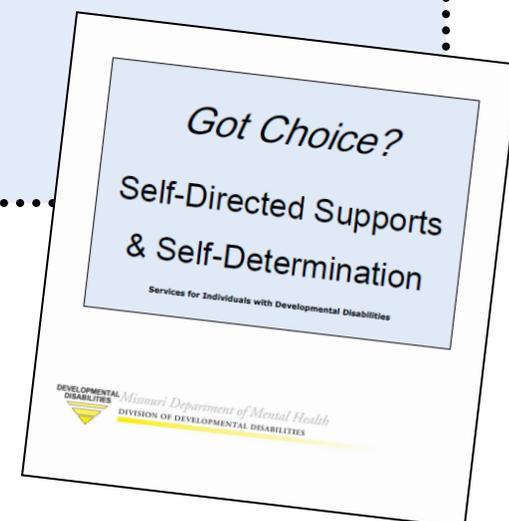
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**SELF-DIRECTED
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Or

Ask your Support Coordinator

Guide to Understanding Reviews for Individuals and Families Self-Directing Supports



This guide is to help you through the process of Service Reviews that are required for all individuals choosing the option of self-directed supports.

WHERE CAN I LEARN MORE ABOUT THE REVIEW?

The review is based on Division Directive 4.290.

The Directive and the exact review tool being used is available on the Division website:
<http://dmh.mo.gov/dd/directives/directives.htm>

WHAT IS AN IMPROVEMENT PLAN?

If there are multiple issues identified, patterns of issues repeatedly occurring, or serious situations that must be corrected, the SC and/or Regional Office staff will discuss this with the individual/designated representative.

A Self-Directed Supports Improvement Plan will be jointly developed for addressing those issues.

Improvement plan information needs to be specific to the identified issue and identify specific strategies and time frames for improvement.

The goal of a corrective action plan is to focus on needed supports to ensure the individual/designated representative succeeds in using the SDS option.

Not being able to meet employer/designated representative responsibilities can result in termination of the SDS option.



WHAT IS THE REVIEW ABOUT?

- The review will look at how you as the employer of record or designated representative are managing your services.
- The review looks for core program requirements that need to be in place in order remain in the program and pass an audit.
- Every individual enrolled in self-directed supports must have a review every three years.

WHO COMPLETES THE REVIEW?

The review is completed by your local regional office staff. These are members of the Provider Relations team. It might be the Self-Directed Support Coordinator or it could be another team member such as a Vendor Service Coordinator or Community Living Coordinator.

WHERE WILL THE REVIEW TAKE PLACE?

- Much of the review is completed at the Regional Office with the assistance of Missouri Consumer Direct and by reviewing documentation available at the Regional Office.
- A component of the review requires access to records only available at your house. Therefore the reviewer will make an appointment to come and see your documentation.

HOW WILL I KNOW WHEN I HAVE A REVIEW COMING?

- The reviewer will contact you 6-8 weeks before the review to schedule an appointment at your convenience.



HOW WILL I KNOW WHAT THE REVIEWER FOUND?

The reviewer will talk with you about what they observed during their pre-review at the Regional Office as well as what they saw while visiting you.

You will also receive a copy of the final results in the form of a checklist and a contact summary.

WHAT IF THERE ARE DOCUMENTS MISSING DURING MY REVIEW??

Missing documentation will result in:

- A referral to the Missouri Medicaid Audit and Compliance Unit.
- A situation where you will have to pay for those services out of pocket.
- Termination of the option of SDS or Placement on an Improvement plan.

HOW CAN I PREPARE FOR THE REVIEW?

- Be sure your documentation meets requirements:
 - Be aware of program requirements
 - Use required documentation formats for monthly reports and progress notes
 - Train your staff on documentation requirements: Guide to Documentation
<http://dmh.mo.gov/dd/progs/selfdirect.htm>
 - Review your staff documentation to ensure they are completing progress notes for every time period on their timesheet
- Maintain and report your updated staff training with Missouri Consumer Direct
- Have a way to store your service documentation for 6 years.
- Do not allow staff to work more than 40 hours without Regional Office approval.

WHAT IS THE REVIEWER LOOKING FOR?

There are four outcomes/objectives to the review process. The records underlined are those that you must have present at your home at the time of the review.

Outcome 1: A system is in place to ensure that staff are qualified and trained to meet people's needs.

⇒ This outcome reviews:

- ⇒ Staff educational requirements (These records are on file with Missouri Consumer Direct.)
- ⇒ Staff training to ensure that it is on file and is being maintained, unless there is an exemption. (These records are on file with Missouri Consumer Direct.)

WHAT IS THE REVIEWER LOOKING FOR?

Outcome 2: A system exists to ensure documentation is in place.

- ⇒ This outcome reviews:
 - ⇒ The Got Choice Handbook acknowledgement form. *(This record is on file at the Regional Office.)*
 - ⇒ Required components of the Individualized Support Plan. *(This record you must have present at your home at the time of the review.)*
 - ⇒ Monthly Summary and Budget tracking form. *(These records you must have present at your home at the time of the review.)*
 - ⇒ Documentation is maintained for 6 years. *(These records you must have present at your home at the time of the review.)*
 - ⇒ Back Up Plan. *(This record you must have present at your home at the time of the review.)*

WHAT IS THE REVIEWER LOOKING FOR?

Outcome 3: A system is in place to ensure progress notes are completed and match what has been entered on timesheets.

- ⇒ This outcome reviews:
 - ⇒ Documentation progress notes are available
 - ⇒ Progress notes are completed according to requirement
 - ⇒ There are progress notes for every employee timesheet entry reviewed. *(These records you must have present at your home at the time of the review.)*

Outcome 4: Other Waiver Requirements.

- ⇒ This outcome reviews:
 - ⇒ Whether the individual lives in their own home or a family member's home.