West Virginia Medicaid Aged and Disabled Waiver Initial Certification Monitoring Tool

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| **To be certified as an ADW provider, applicants must meet and maintain the following requirements:** | **Met? Yes/No** |
| A business license issued by the State of West Virginia. 501.2A |  |  |
| A federal tax identification number (FEIN). 501.2B |  |  |
| Have an office site which is identifiable to the public. 501.2.2D | (A sign is located in view of the public and identifies the office site.) |  |
| Be opened to public at least 40 hours per week. 501.2.2J | (This means that a person is physically in the office and available for walk-ins for 40 hours per week.) |  |
| Maintain a primary telephone that is listed under the name and local address of the business. 501.2.2F | (Note: Exclusive use of a pager, answering service, a telephone line shared with another business/individual, facsimile machine, cell phone, or answering machine does not constitute a primary business telephone.). |  |
| Have a 24 hour contact method (for Homemaker agencies). 501.2.2M  | Writtenpolicies and procedures are in place for staff and members to contact the office after hours.  |  |
| Office space that allows for confidentiality of the person receiving ADW services.501.2M |  |  |
| Agency office site serves no more than 8 contiguous counties. 501.2.2B |  |  |
| Have space to maintain original member records on all services provided. 501.2.4 |  |  |
| Have space to maintains personnel records for all employees. New policy states “contain space for securely maintaining program and personnel records.” 501.2.4 |  |  |
| Have space to maintain records in a safe secure space to ensure confidentiality. (501.5) | * (Refer to Chapter 100, General Administration and Information, and Chapter 300, Provider Participation Requirements, for more information on maintenance of records).
* **All member and personnel records must be maintained in the office that represents the county where services were provided**. (Pg. 21 –C, pg. 22-C)
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| Meet Americans With Disabilities Act (ADA) requirements for physical accessibility. (Refer to 28 CFR 36, as amended). These include but are not limited to: | * Maintains an unobstructed pedestrian passage in the hallways, offices, lobbies, bathrooms, entrance and exits
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| * The entrance and exit has accessible handicapped curbs, sidewalks and/or ramps and at least one handicapped accessible parking space.
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| * The restrooms have grab bars for convenience.
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| * A telephone is accessible
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| * Drinking fountains and water are made available as needed.
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| Have a place for each incident report printed, reviewed and signed by the Director. Have policies and procedures for Incident Management that are compliant with ADW policy. 501.4.1 | Review Director’s Administrative file of printed Incident Reports. |  |
| An Agency Emergency Plan (for people receiving ADW services and office operations). 501.2N | (Office Emergency Back-Up Plan ensuring office staffing and facilities are in place during emergencies.) |  |
| Written policies and procedures for processing complaints and grievances, from staff or people receiving ADW services. 501.2H | * Address process for submitting a complaint.
* Provides steps for remediation including who will be involved in the process.
* Include process for notifying the person of findings.
* Includes steps for advancing complaint if necessary
* Ensures no repercussions for filing a complaint.
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| A written Quality Management Plan with a focus on member’s and their needs and preferences. 501.2G |  Quality Management Plan* Does the agency have a plan on how to address problems?
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| * Does the agency have a plan on how to remediate problems?
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| * Does the agency have a person designated to be responsible for addressing problems?
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| * Does the agency have a plan on how to trend findings?
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| * Does the agency have a plan on how to address system issues?
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| Written policies and procedures for people to transfer. 501.2J |  |  |
| Written policies and procedures for the discontinuation of a person’s services. 501.2K |  |  |
| Written policies and procedures to avoid conflict of interest (if agency is providing both Case Management and Personal Attendant services) 501.2 and 501.2L | (Refer to 2015 manual - page 10 and 11 (L) |  |
| A competency based curriculum for required training areas for Personal Attendant staff. 501.2C | (Include list of training topics with a breakdown of subjects included, who is the trainer and what qualifies person to be a trainer (American Heart Assoc., Agency RN, etc., length of time of training, and how competency is proven (quiz, demonstration), and what is done to ensure competency if person fails quiz or demonstration. |  |
| Understand need for initial and continuing verification of professional staff qualifications per ADW policy 501.2.3.3 | (copy of licensure for every year working for agency- social work is a 2 year license) |  |
| Understand that proof of conducting an OIG Medicaid Exclusion List check on all employees prior to employment and monthly thereafter and immediately removed from providing services if name found on list. 501.2.1.1 |  |  |
| Policies and procedures for people with limited English proficiency and/or accessible format needs that are culturally and linguistically appropriate, to ensure meaningful access to services. 501.2P | (Use of informal supports, community resources (google), local school interpreters). Interpreters need to meet criteria for medical/legal interpreters. |  |
| Written policies and procedures for the use of personally and agency owned electronic devices which includes, but is not limited to:501.2I | Electronic DevicesProhibits using personally identifiable information in texts and subject lines of emails; |  |
| Prohibits personally identifiable information be posted on social media sites; |  |
| Prohibits using public Wi-Fi connections; |  |
| Informs agency employees that during the course of an investigation, information on their personal cell phone is discoverable. |  |
| Requires all electronic devices be encrypted. |  |
| On organization chart 501.2D |  |  |
| List of Board of Directors (if applicable) 501.2E |  |  |
| List of all agency staff which includes their qualifications 501.2F. Business may not have many staff hired yet.  |  |  |
| Computers for staff with HIPAA secure email accounts, UMC web portal software, internet access, and current (w/in last 5 years) software for spreadsheets 501.2Q |  |  |
| Written policies and procedures that recognize existence of WV CARES legislation and legislative rules in the hiring and maintenance of employees 501.2.1 and subsections | * At a minimum, entire section about WV CARES from ADW policy should be copied and pasted into company’s HR policy
* Suggest to provider to consult with attorney to write polices regarding process when existing employee is deemed ineligible to work or has had a report in rapback from WV CARES
* Prospective employees should be given disclaimer to sign that they understand that if they are deemed ineligible for employment by WV CARES at any time, the employer can terminate their employment
* Current employees should understand that, if at any time, they are charged with a crime that they are to report that immediately to their agency supervisor and then the policy should state what the employer plans to do with that employee during the time while awaiting disposition of the charge
* Company should speak to whether or not they plan to use the Supervision Exemption form that allows them to put a provisional employee in someone’s home unsupervised while awaiting eligibility determination
* If not all employees are to be screened through WV CARES process, policy should explain which employees will be screened and which will not. Those that will not be screened must be outside of the WV CARES definition of “direct access personnel”.
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| Applicable policies, laws and user manuals with which the provider should be familiar to be compliant with ADW manual | * Chapters 100, 200, 300, 400, 501, 600, 800(A), and 800(B)
* All local, state and federal wage and hour employment laws and regulations including but not limited to, the WV Wage and Hour Act, Fair Labor Standards Act (FLSA), and IRS laws and regulations
* Chapter 16, Article 49 and all of its subsections regarding WV CARES
* Both legislative rules regarding WV CARES
* AD Waiver CareConnection Web User Manual
* WV IMS Web User Manual
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| Websites provider will use on regular basis | * Molina portal
* ADW CareConnection
* WV IMS
* BMS website for policy and forms
* BoSS Continuing Certification Site
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| Job descriptions for employees of company | * If CM agency, job descriptions of case managers as laid out in section 501.16.3 along with information about case management caseloads in section 501.16.2
* If PA agency, job descriptions of Personal Attendants as laid out in section 501.17.2
* If PA agency, job descriptions of RN’s as laid out in section 501.18.2
* Descriptions for paraprofessional and professional staff who do not fall under previously mentioned job classifications
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| Additional policy regarding documentation requirements for staff who provide ADW non-medical transportation 501.3.9 | * Providers of ADW non-medical transportation must have valid driver’s license, proof of current vehicle insurance and registration
* Must also abide by local, state, and federal laws regarding vehicle licensing, registration and inspections upon hire and checked annually
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| Policies regarding training | * How provider will ensure that training is competency-based
* How provider will address trainee who has not demonstrated adequate level of competency after training
* Provider will set forth who in the agency will conduct each training session or if it is an internet training, the source of the training.
* If provider plans to bring in trainer from outside agency or entity to train, provider must set forth how trainer credentials will be kept on record and how they came to conclusion that trainer is qualified to conduct the training (years of experience as Hospice nurse, someone from WV Alzheimer’s Association, someone from BoSS, etc.)
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