West Virginia Medicaid Aged and Disabled Waiver
Continuing Certification Monitoring Tool Part 2.1

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.		
A federal tax identification number (FEIN).		
Have an office site located in WV which is identifiable to the public.	(A sign is located in view of the public and identifies the office site.)	
Be opened to public at least 40 hours per week.	(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.	(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 Personal Attendant agencies).	Written policies 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.		
Agency office site serves no more than 8 contiguous counties.		
Maintains original member records on all services provided.		
Maintains personnel records for all employees.		
Maintaining records in a safe secure space to ensure confidentiality.	• (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)	
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	
	• The entrance and exit has accessible handicapped curbs, sidewalks and/or ramps	
	• The restrooms have grab bars for convenience.	
	• A telephone is accessible	
	• Drinking fountains and water are made available as needed.	
An Agency Emergency Plan (for people receiving ADW services and office operations).	(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.	• 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.	
A written Quality Management Plan with a focus on member's and their needs and preferences.	Quality Management Plan • Does the agency have a plan on how to address problems?	
	• Does the agency have a plan on how to remediate problems?	
	• Does the agency have a person designated to be responsible for addressing problems?	
	• Does the agency have a plan on how to trend findings?	
	• Does the agency have a plan on how to address system issues?	
Written policies and procedures for people to transfer.		
Written policies and procedures for the discontinuation of a person's services.		
Written policies and procedures to avoid conflict of interest (if agency is providing both Case Management and Personal Attendant services)	(Refer to 2015 manual - page 10 and 11 (L)	
A competency based curriculum for required training areas for Personal Attendant staff.	(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.	
Initial and continuing verification of professional staff qualifications per ADW policy	(copy of licensure for every year working for agency- social work is a 2 year license)	
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.		
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.	(Use of informal supports, community resources (google), local school interpreters). Interpreters need to meet criteria for medical/legal interpreters.	
Does your agency own or lease any settings that provide residential services?		
Written policies and procedures for the use of personally and agency owned electronic devices which includes, but is not limited to:	Electronic Devices Prohibits 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.	