

CHAPTER 9

IHSS QUALITY CONTROL, ASSURANCE & IMPROVEMENT

TARGETED CASE REVIEW PROCEDURES

General Information

Targeted case reviews consist of cases reviewed for a single issue. This can include a mandated form, routine data entry/data entry errors, timely assessments/reassessments, telephone reviews, and closed cases. The QCA Social Worker may also note other issue(s) if found during the course of review. A complete review of the case will not occur at this time. If the QCA Social Worker identifies an issue that requires further review (such as an over or under issuance), the case will be added to the list of desk reviews for the unit's next review cycle.

Targeted Case Review – Special Projects

The subject of the reviews will vary, based on program needs, identified trends and/or findings from desk reviews. The review is conducted independently or in a team. Documentation of the review will vary by type and process but may include:

- An ad-hoc report list of cases
- Any necessary screen prints from CMIPS II
- Notes on additional reviews or action taken
- If the case cannot be located by the QCA Social Worker (the case is out of the office, has recently closed, etc.), the QCA Social Worker will note this on the review log.

Tracking Targeted Case Reviews – Special Projects

These case reviews require the completion of a specialized review summary and/or review log. The form used will vary depending on the type of review completed. The following forms may be used to complete the reviews and track the results.

- IHSS QCA-05 IHSS QCA Targeted Case Review Log (Attachments 9-I)
- HSS QCA-06 IHSS QCA Targeted Case Review Summary (Attachments 9-I)

Telephone Reviews

QCA Social Workers will review cases that are selected through an ad-hoc report, based on a face-to-face date one month prior to the month of the telephone review. State QCA does not mandate telephone reviews. Use of the telephone interview is determined by the needs of the IHSS program and QCA staffing.

Review Procedures

The following information must be reviewed in CMIPS II prior to initiating the telephone call:

- Verify the recipient's name and address
- Verify the status of the current provider
- Verify the provider's information
- Review the provider's payroll activity (payroll inactivity of 60 days or more must be reported to the IHSS Social Worker immediately)

Using the 12-57 HHS Telephone Review Form (Attachments 9-I), the QCA Social Worker will conduct a telephone interview with the recipient or the recipients' authorized representative.

- If the recipient is a minor child, the QCA Social Worker will conduct the interview with the parent or the legal guardian of the recipient.
- If the recipient cannot participate in the interview due to mental impairment, complete the interview with the authorized representative, legal guardian or conservator.
- If the recipient's primary language precludes him/her from participating in the telephone review, the interview may be completed with an adult member of the household who has been documented as acting on the client's behalf. An interpreter service through Language Line is also available.
- Positive and/or negative comments about the IHSS Social Worker's face-to-face interview are included under the comments section of the *Telephone Review Form*.
- Immediately report any information that requires corrective action to the IHSS Social Worker.

Reviews must be completed by the last day of the review month. The QCA Social Worker will scan and save the completed telephone review forms in the designated folder on the S drive.

Tracking Telephone Reviews

Telephone reviews that are cleared in CMIPS II, but telephone contact was not possible, will be logged on the IHSS QCA-31 IHSS QCA Targeted Review Log (Telephone Reviews) (Attachments 9-I).

Completed telephone reviews in which telephone contact was made and a *Telephone Review Form* was completed, will be logged on the IHSS QCA-30 IHSS QCA Review Tracking Log (Attachments 9-I).

Closed Case Review

A targeted review on closed cases is used to check for possible internal fraud and overpayments that have not been referred for collection. This review is completed using CMIPS II rather than a review of the physical file, and will identify cases to be assigned for a more comprehensive desk review.

Generating the Ad-Hoc Report

Using the *CMIPS Data Base Tool*, a CMIPS ad-hoc report is generated for cases closed within three months of the review month. This will result in a list of cases that are closed but are not in record room.

Example: If the review month is December 2012, a report will be generated for the month of September 2012. This will ensure that closed cases listed will not have been sent to record room, and are easily available for review.

To generate the required report:

- Open the *CMIPS Data Base Tool*
- From the main menu, select *Recipient Reports - User Defined Ad-Hoc*
- On the virtual *SOC 293* document, enter the following information in the designated fields:
 - *County* - 37
 - *Status* – T

- On the M line, enter in the *Ending Date* field the following: >8/31/11<10/1/11
- Click on *Find Records*

Print the generated report by selecting *View Report on Screen* and then *Print Sorted*.

The report will print continuously without page breaks, but will group the cases by the IHSS Social Worker and indicate the worker for each case. The report can also be printed to a PDF electronic document, or extracted into Excel.

Reviewing the Case in CMIPS II

Log onto CMIPS II. Using the ad-hoc list, access the recipient case file and review the following:

- Case status
- Beginning and end dates of the eligibility segments
- Check for any active providers
- Review the *Payment Search* screen for warrants issued after the original closing of the case
 - If a warrant has been issued after the closing date, determine if additional information is needed.
 - Who was the warrant issued to?
 - Was this a final closing warrant?
 - Print the *Payment Details* screen for any cases with warrants issued after the closing date.
- If appropriate, note any cases that need additional review.
- Cases needing additional review will be requested from the district office or record room, and a desk review will be conducted.

Tracking Closed Case Reviews

The results of *Closed Case Reviews* will be included in the IHSS QCA-30 IHSS QCA Review Tracking Log.