

90-170.9. QUALITY ASSURANCE (QA)

A. General This section provides information regarding the QA requirements and procedures for the GR Program.

B. Policy GR QA reviews are only conducted as desk reviews. These reviews are conducted on-site in the GR FRC or at QA. The primary purpose is to detect error trends. Evaluating and utilizing the review data provided enables regional/FRC and division administration to implement corrective action plans to enhance error prevention and reduction. Cases are selected for review by QA Workers from a random sample of the total case population and/or special reviews as requested by administration.

C. Definitions The table below provides definitions of terms used in this section.

Term	Definition
Sample Month	The month just prior to the assignment of the QA review. QA reviews all the elements of eligibility applying to the sample month. All reviews are as of the first of the month. Errors noted by a QA worker in a month other than the sample month are cited as Information items or potential dollar errors.
Total Ineligibility	All persons included in the case are ineligible to receive assistance under the category for which the case was certified. This is cited as a dollar error.
Overpayment	The amount of assistance paid or authorized is over the amount to which the case is entitled for the sample month. This is cited as a dollar error.
Underpayment	The amount of assistance paid or authorized is under the amount to which the case is entitled for the sample month. This is cited as a dollar error.
Dollar Tolerance Rate	Dollar errors under \$5 will not be computed in the dollar error rate. Actual dollar differences impacting non-sample months will be noted as information items and will not be included in the error rate.

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Definitions (continued)

Term	Definition
Potential Dollar Error	Any inconsistencies in case information and/or documentation which should have been clarified. <ul style="list-style-type: none"> • Clarification may result in potential dollar error or total ineligibility. • Requires FRC level follow-up for corrective action. • Potential dollar errors will not be included in dollar error rate/ineligible computations.
Information Items	Includes items which do not reflect an error in payment. However, process or procedure was not followed. QA follow-up is not required but FRC level follow-up is highly recommended.
Third Party Verification	The case file must “stand on its own”. This means all verifications and documents required to certify eligibility and grant amount must be present in the case file or required actions taken at the time of QA review. QA will not routinely access automated systems for third-party verifications.
Policy Impacts	<ul style="list-style-type: none"> • <u>Policy change where new information changes policy</u>: If correctly cited in prior months as an error based on policy at that time, error will stand. Effective the month of the policy change, no error will be cited for that month and forward. • <u>Policy change due to clarification</u>: For any case cited in review month or forward, error will be retracted and summary error rate recomputed. Error rate will not be recomputed retroactively for months prior to review month.
Program Material	QA will be part of sign-off process on all GRPG Letters and SNs. A QA section is on GRPG Letters and SNs to indicate QA impact on the material.

D. Desk Review Sample Time Frame

Desk reviews are completed on a selected sample of GR cases each month.

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E. Objectives

The objectives of the Desk Review are to:

- Identify actual dollar errors and additional action items
- Identify error causes
- Identify major error trends
- Provide a learning tool
- Obtain responses for actual dollar errors

F. Procedures

The table below shows the procedures to be followed, along with the responsible individual(s) identified, for the QA review.

Step	Activity	Responsibility	Action
1	Accommodations	FRC Manager	Provide desk space, access to the photocopy machines, and access to telephones for QA staff while in the FRC.
2	Entrance Interview	QA Supervisor	<p>Prior to the review, the QA Supervisor will hold a face-to-face, telephone, or fax entrance interview with the FRC Managers to provide the QA entrance form and advise them of:</p> <ul style="list-style-type: none"> • The program to be audited • When/if the QA workers will be in the FRC • How many QA workers will be in the FRC • The number of cases to be reviewed • When the worker's case lists and/or intake logs are to be made available for random case selection • Any other concerns regarding the review
3		FRC Manager	Identify the desk space for the QA workers, if needed.
4			Identify the designated FRC Liaison.
5			Complete the lower portion of the QA entrance form and return it before the QA visit.

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Procedures (continued)

Step	Activity	Responsibility	Action
6	Reviews	Designated FRC Liaison	Assist the QA Workers in locating their workspace, if needed.
7			Provide the Case Lists to the QA Liaison.
8			Act as "go-between" for the QA Liaison and the FRC supervisors in obtaining or in locating missing cases or for other potential problems.
9		Chain of Command	Supervisors and workers are not to ask questions of QA staff about case reviews. Instead, the proper communication channels are to be used.
10		QA Staff	Complete reviews using form 17-43 HHSa for GR cases.
11			<u>Without Dollar Error</u> : forward the worksheet to the Designated FRC Liaison for review and return to the supervisor or worker.
12			<u>With Dollar Error</u> : worksheets will be hand-carried to the QA Section (W-415) for QA supervisor review. Copy of form 05-9 HHSa will be left with the Designated FRC Liaison, who will return to the appropriate supervisor or worker.
	The case and 17-43 HHSa will be reviewed by the QA Supervisor and then forwarded to the appropriate FRC liaison or CAS. Form 17-51 HHSa is used in all programs to identify the error cause.		

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Procedures (continued)

Step	Activity	Responsibility	Action
13			Determine the cause of actual errors cited. The error cause will be based solely on the case file information. QA workers will not interview the worker or supervisor. After review by the QA Supervisor, the 17-51 HHSA will be attached to the copy of the 17-43 HHSA going to the QA statistical clerk.
14			When there is more than one actual dollar error, the QA worker will determine which is the higher dollar error and cite that element as the dollar error. All other dollar errors must be downgraded to action items.
15			Cases sent to the QA section for QA Supervisor review will be returned to the FRC within three (3) working days after receipt of the file.
16	QA Results & Responses	FRC Staff	For cases with a Potential Dollar Error citation, the CAS can review corrective action, sign-off and report back to QA with any necessary documentation.
17			Response is required on all desk reviews with actual dollar error citations.
18			The district response is entered in Section III of form 17-44A HHSA.
19			Return 17-44A HHSA to QA within ten days of the date the form was stamped by the QA Supervisor, along with documentation supporting corrective action.

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Procedures (continued)

Step	Activity	Responsibility	Action		
20	First Level Challenge	FRC Staff/CAS	Only considered on citations involving actual errors when the ten-day response requirement is met and after an attempt, by the Designated FRC Liaison and QA Liaison, to resolve the issue has been made. If the issue has not been resolved, continue to Step 21.		
21			Check the "Disagrees" box in Section III of the 17-44A HHSA.		
22			Explain the disagreement with specific facts and appropriate GRPG or policy references.		
23			Return the 17-44A HHSA and 17-43 HHSA to the QA Supervisor.		
24			QA Supervisor	Re-evaluate the error citation.	
25				Reply within five working days.	
26			QA Section Chief	Review the QA Supervisor evaluation.	
27			FRC Manager	If the FRC Manager still disagrees with decision, returns response to the QA Section Chief and go to Step 28.	
28			Second Level Challenge	QA Section Chief/FRC Manager	Send copy of review and challenge to GR Program Manager.
29					Coordinate with GR Program Manager for sign-off of joint agreement on decision and challenge.
30	Sign off joint decision with GR Program Manager.				
31	GR Program Manager	Review 2 nd level challenges sent by the QA Section Chief.			
32		Coordinate with QA Section Chief on joint decision to challenge.			
33		Joint sign-off with QA Section Chief on decision.			
34		Return decision to FRC Manager.			