

## **Quality Assurance Review Process 2-Year Statewide Cycle**

### **Focused Review**

Case review sample is based on the following criteria:

- A random sample of clients
- An APD case descriptor
- An SPL 1 through 13

### **Scope of Review**

The Quality Assurance Team will review financial and service eligibility of the randomly selected cases. Case reviews include:

- Electronic review using OACCESS, the mainframe, and MMIS
- Local office case file review for required documentation
- Interviews with clients in their living situations
  - a. Case managers may elect to accompany a QA reviewer on a client visit.
  - b. The case manager would complete a CAPS assessment or client review.
  - c. Discussion and immediate feedback would follow the visit.
  - d. Visits include a client satisfaction survey apart from the case manager interview.

### **Timelines**

- Local office managers will be notified of the review date approximately three weeks prior to the scheduled visit. A list of the randomly selected cases will accompany the notification. Case managers may select a client(s) to visit with a reviewer from this list.
- Case managers requesting to be part of a client visit should notify the Quality Assurance Team of the selected client(s) within two weeks prior to the review date.
- Quality Assurance Team members will schedule all client visits and notify case managers when appropriate.
- Client visits resulting in questionable eligibility will require reassessment within 30 days.
- Reports will be sent to local office managers