QUALITY ASSURANCE

Erin DeMarco, R.N.
QA Manager
DAAS Quality Assurance
Mission and Purpose

It is the Mission of the DAAS QA team to oversee the services offered by DAAS and to improve the quality of life for older and at risk adults by enabling them to live with dignity in the least restrictive environment.
DAAS QA Program Redesign

DAAS Quality Assurance is redesigning its program.

A Provider Information Memo (PIM) was sent to all providers explaining that DAAS QA has assumed the responsibility of *recoupment of Medicaid overpayments*.

The QA department will continue:

- Desk Audits
- Onsite Audits
- No Contact Reports
- CSM Reports
DAAS QA has assumed the responsibilities of recoupment of Medicaid overpayments.

The QA department will continue:

- Overlapping of services
- Overbilling of services
Overlapping of impatient services occurs when the provider and the inpatient facility bills for services on the same day (Exception-If services provided were prior to the inpatient facility admission).

**Services include:**

- Adult Companion
- Homemaker
- Personal Care
- Home Delivered Meals
- Personal Emergency Response System
Overlapping of services can also include:

- When a provider documents and bills services from two or more different services at the same time by one or more caregivers.
- When a provider documents and bills two or more beneficiaries at the same time by one caregiver.
Overbilling

Overbilling of services occurs when the provider bills excess units that differ from the Plan Of Care (POC).

**Services included:**

- Adult Companion
- Homemaker
- Personal Care
- Home Delivered Meals
- Personal Emergency Response System
Process

Overlapping

- DAAS QA will receive a quarterly report from DMS; we will verify billing and determine if possible overlapping has occurred.
- If billing is in question, you will receive a letter requesting documentation to support billing.
- Documentation must be sent to the DAAS QA department either by mail or e-mail (See Slide 13- Contact Information.)
Process

Overlapping cont.

- When documentation is received, DAAS QA will verify if overlapping has occurred.
- If overlapping has occurred, you will receive a Recoupment Letter explaining the recoupment process.
Overbilling

- DAAS QA will receive a report from DMS; we will verify billing and determine if a possible overbilling has occurred.
- If overbilling has occurred, you will receive a Recoupment Letter explaining the recoupment process.
Reconsideration Process

- The provider is given 30 days to submit documentation that they feel supports billing.
- The documentation will be reviewed to determine if it does or does not support billing.
- A reconsideration report will be sent to the provider with the results of the review.
- If the provider disagrees with the decision, then the provider can ask for and appeal the decision (See provider manual for information on the appeal process.)
Corrective Action Plan

- A corrective action plan is required for all findings.
- It must also explain how the provider will prevent overlapping or overbilling from occurring in the future.
- It must state who will be monitoring the process as well as the time frame it will be implemented.
- The provider will receive a corrective action plan letter approving or denying the implemented process.
Contact Information

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Questions & Answers