

# HCBS Quality Assurance Reviews



## Are you on the Pathway to Compliance?

**Protecting the health, safety, and welfare of home and community-based services (HCBS) waiver or state plan participants requires stringent oversight processes rooted in experience and guided by expertise.**

Medicaid agencies are accountable for ensuring compliance with Federal quality assurance and monitoring requirements for HCBS Waivers. Doing so protects the health, safety and welfare of participants and ensures that waivers are operated in a fiscally accountable manner.

### A Solution that Matters: Careify Quality Review (QR)

Careify QR allows users to perform various types of reviews and assessments to validate the operational preparedness, quality, and compliance of waiver or non-waiver providers.

With tools for program administrators and providers, we make it easy for you to configure a workflow that fits the needs of each review type and quality assurance assessment. Reviews available in Careify include:



#### **HCBS Settings Rule Onsite Assessments**

Use Careify to assess whether residential and non-residential settings adhere to the Final Rule on Settings.



#### **Health and Welfare / Incident Investigations**

Use Careify to conduct health and welfare / incident investigations and related interviews, as well as provider violation cases.



#### **Provider Compliance Reviews**

Use Careify to conduct face-to-face, or virtual, meetings with providers to review documentation, conduct and record required interviews, and ensure compliant service delivery based on waiver, state plan, and regulatory requirements.



#### **Pre-Enrollment and Post-Enrollment Provider Screening Visits**

Use Careify to monitor enrolling and revalidating providers to ensure they meet provider qualifications with the required licenses, certifications, and training.



#### **Quality Assurance Reviews**

Use Careify to monitor waiver performance measures to ensure that level of care assessments meet eligibility requirements, service plans appropriately address needs, and individuals are satisfied with their care.

**Each state's Medicaid agency must make several assurances to all of its 1915(c) waiver recipients, including:**

1. *Level of Care*
2. *Service Planning*
3. *Qualified Providers*
4. *Health and Welfare*
5. *Financial Accountability*
6. *Administrative Authority*

## Built by Experience

Public Consulting Group (PCG) is the leader in HCBS provider oversight.

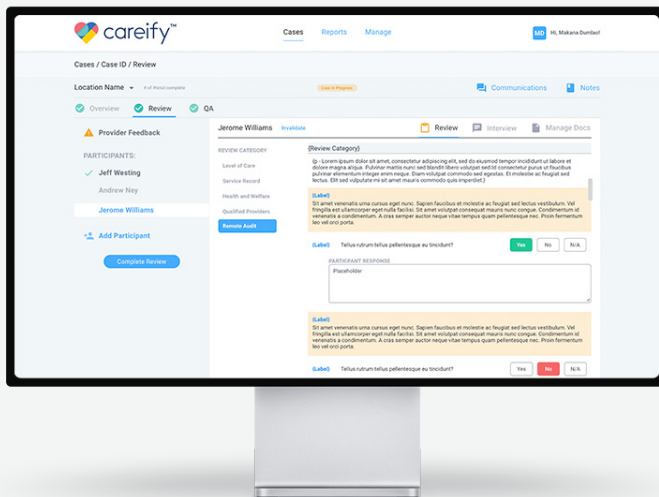
Since our firm's beginning, PCG has helped numerous public sector clients address quality assurance and provider oversight needs. Our approach begins with an unparalleled understanding of state and federal law, rule, and administrative code governing the programs with which we work. We add a working knowledge of the nuances that can impact good faith compliance; matters that are not always readily understood or written clearly into a rule or law.

The result has led to volumes of existing operational protocols that ensure efficiency, quality, and even-handedness throughout our review process.

## PCG has 30+ years of experience serving the HCBS community nationwide, from New York to California.

<b>106.6K+</b> Incident investigations conducted	<b>35K+</b> Pre- and post-enrollment provider screenings conducted	<b>19.8K+</b> Provider compliance reviews conducted	<b>14K+</b> Quality assurance reviews conducted	<b>5K+</b> HCBS Settings Final Rule assessments conducted
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### Glimpse into the Careify Suite



### Human-Centered Design

Careify was designed with you in mind. A human-centered approach helps ensure our systems support the unique needs of users.

### Modern Technology

The Careify suite is available when and where you need it. The system lives in the cloud and leverages the latest web and mobile technologies.

Contact us today to learn how your state's HCBS program can benefit from PCG's Careify Quality Reviews solution.

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