

---

**Reviewed by IRF 6/1/2018**

Date: April 25, 2018

To: Diane Dahl-Nunn, Executive Director  
 Provider: The New Beginnings, LLC  
 Address: 8908 Washington St. NE  
 State/Zip: Albuquerque, New Mexico 87113

E-mail Address: [dnunn@tnbabq.com](mailto:dunn@tnbabq.com)

Region: Metro, Northeast, Northwest  
 Survey Date: March 2 - 12, 2018  
 Program Surveyed: Developmental Disabilities Waiver

Service Surveyed: **2012:** Supported Living, Family Living, Intensive Medical Living; Customized Community Supports and Customized In-Home Supports  
**2007:** Supported Living, Family Living and Adult Habilitation

Survey Type: Routine

Team Leader: Kandis Gomez, AA, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau

Team Members: Deb Russell, BS, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau; Lora Norby, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau; Michele Beck, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau; Monica Valdez, BS, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau; Tony Fragua, BFA, Program Manager, Division of Health Improvement/Quality Management Bureau; Crystal Lopez-Beck, BA, Deputy Bureau Chief, Division of Health Improvement/Quality Management Bureau; Wolf Krusemark, BFA, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau

Dear Ms. Dahl-Nunn;

The Division of Health Improvement/Quality Management Bureau has completed a compliance survey of the services identified above. The purpose of the survey was to determine compliance with federal and state standards; to assure the health, safety, and welfare of individuals receiving services through the Developmental Disabilities Waiver; and to identify opportunities for improvement. This Report of Findings will be shared with the Developmental Disabilities Supports Division for their use in determining your current and future provider agreements. Upon receipt of this letter and Report of Findings your agency must immediately correct all deficiencies which place Individuals served at risk of harm.

**Determination of Compliance:**

The Division of Health Improvement, Quality Management Bureau has determined your agency is in:

**DIVISION OF HEALTH IMPROVEMENT**  
 5301 Central Avenue NE, Suite 400 • Albuquerque, New Mexico • 87108  
 (505) 222-8623 • FAX: (505) 222-8661 • <http://www.dhi.health.state.nm.us>

QMB Report of Findings – The new Beginnings, LLC – Metro, Northeast, and Northwest – March 2 - 12, 2018

## ***Partial Compliance with Conditions of Participation***

The following tags are identified as Condition of Participation Level Deficiencies:

- Tag # 1A32 and LS14/6L14 Individual Service Plan Implementation

This determination is based on noncompliance with one or more CMS waiver assurances at the Condition of Participation level as well as Standard level deficiencies identified in the attached QMB Report of Findings and requires implementation of a Plan of Correction.

### **Plan of Correction:**

The attached Report of Findings identifies the Standard Level and/or Condition of Participation deficiencies found during your agency's compliance review. You are required to complete and implement a Plan of Correction. Your agency has a total of 45 business days (10 business days to submit your POC for approval and 35 days to implement your *approved* Plan of Correction) from the receipt of this letter.

During the exit interview of your on-site survey Attachment A on the Plan of Correction Process was provided to you. Please refer to Attachment A for specific instruction on completing your Plan of Correction. At a minimum your Plan of Correction should address the following for each Tag cited:

### **Corrective Action:**

- How is the deficiency going to be corrected? (i.e. obtained documents, retrain staff, individuals and/or staff no longer in service, void/adjusts completed, etc.) This can be specific to each deficiency cited or if possible an overall correction, i.e. all documents will be requested and filed as appropriate.

### **On-going Quality Assurance/Quality Improvement Processes:**

- What is going to be done? (i.e. file reviews, periodic check with checklist, etc.)
- How many individuals is this going to effect? (i.e. percentage of individuals reviewed, number of files reviewed, etc.)
- How often will this be completed? (i.e. weekly, monthly, quarterly, etc.)
- Who is responsible? (responsible position)
- What steps will be taken if issues are found? (i.e. retraining, requesting documents, filing RORI, etc.)

### **Submission of your Plan of Correction:**

Please submit your agency's Plan of Correction in the space on the two right columns of the Report of Findings. (See attachment "A" for additional guidance in completing the Plan of Correction).

Within 10 business days of receipt of this letter your agency Plan of Correction must be submitted to the parties below:

1. **Quality Management Bureau, Attention: Amanda Castaneda, Plan of Correction Coordinator  
1170 North Solano Suite D Las Cruces, New Mexico 88001**
2. **Developmental Disabilities Supports Division Regional Office for region of service surveyed**

Upon notification from QMB that your *Plan of Correction has been approved*, you must implement all remedies and corrective actions to come into compliance. If your Plan of Correction is denied, you must resubmit a revised plan as soon as possible for approval, as your POC approval and all remedies must be completed within 45 business days of the receipt of this letter.

Failure to submit your POC within the allotted 10 business days or complete and implement your Plan of Correction within the total 45 business days allowed may result in the imposition of a \$200 per day Civil Monetary Penalty until it is received, completed and/or implemented.

### **Billing Deficiencies:**

If you have deficiencies noted in this report of findings under the *Service Domain: Medicaid Billing/Reimbursement*, you must complete a Void/Adjust claims or remit the identified overpayment via a check within 30 calendar days of

the date of this letter to HSD/OIG/PIU, *though this is not the preferred method of payment*. If you choose to pay via check, please include a copy of this letter with the payment. Make the check payable to the New Mexico Human Services Department and mail to:

*Attention: Lisa Medina-Lujan*  
HSD/OIG  
Program Integrity Unit  
2025 S. Pacheco Street  
Santa Fe, New Mexico 87505

Or if using UPS, FedEx, DHL (courier mail) send to physical address at:

*Attention: Lisa Medina-Lujan*  
HSD/OIG  
Program Integrity Unit  
1474 Rodeo Road  
Santa Fe, New Mexico 87505

Please be advised that there is a one-week lag period for applying payments received by check to Voided/Adjusted claims. During this lag period, your other claim payments may be applied to the amount you owe even though you have sent a refund, reducing your payment amount. For this reason, we recommend that you allow the system to recover the overpayment instead of sending in a check.

**Request for Informal Reconsideration of Findings (IRF):**

If you disagree with a finding of deficient practice, you have 10 business days upon receipt of this notice to request an IRF. Submit your request for an IRF in writing to:

QMB Deputy Bureau Chief  
5301 Central Ave NE Suite #400  
Albuquerque, NM 87108  
Attention: IRF request

See Attachment "C" for additional guidance in completing the request for Informal Reconsideration of Findings. The request for an IRF will not delay the implementation of your Plan of Correction which must be completed within 45 total business days (10 business days to submit your POC for approval and 35 days to implement your *approved* Plan of Correction). Providers may not appeal the nature or interpretation of the standard or regulation, the team composition or sampling methodology. If the IRF approves the modification or removal of a finding, you will be advised of any changes.

Please call the Plan of Correction Coordinator Amanda Castaneda at 575-373-5716 if you have questions about the Report of Findings or Plan of Correction. Thank you for your cooperation and for the work you perform.

Sincerely,

*Kandis Gomez, AA*

Kandis Gomez, AA  
Team Lead/Healthcare Surveyor  
Division of Health Improvement  
Quality Management Bureau

**Survey Process Employed:**

Administrative Review Start Date: March 2, 2018

Contact: **The New Beginnings, LLC**  
Diane Dahl-Nunn, Executive Director

**DOH/DHI/QMB**  
Kandis Gomez, AA, Team Lead/Healthcare Surveyor

On-site Entrance Conference Date: March 5, 2018

Present: **The New Beginnings, LLC**  
Diane Dahl-Nunn, Executive Director  
Molli Bass, Service Coordinator  
Chris Wolf, Human Resources  
Terri Corrao, Director of Family Living/Service Coordinator  
Kelley Krinke, Director of Supported Living/Service Coordinator  
Annette Moya, Service Coordinator  
Marcos Herrera, Service Coordinator  
Dan Davis, Service Coordinator  
Kelley Walker, Incident Management Staff Director  
Jackie Bobo, Human Resources  
Nettie DeBerry, Director of Nursing  
Dan Silva, Registered Nurse  
Maria Salazar, Registered Nurse

**DOH/DHI/QMB**  
Kandis Gomez, AA, Team Lead/Healthcare Surveyor  
Michele Beck, Healthcare Surveyor  
Monica Valdez, BS, Healthcare Surveyor  
Lora Norby, Healthcare Surveyor

Exit Conference Date: March 9, 2018

Present: **The New Beginnings, LLC**  
Diane Dahl-Nunn, Executive Director  
Molli Bass, Service Coordinator  
Terri Corrao, Director of Family Living/Service Coordinator  
Kelley Krinke, Director of Supported Living/Service Coordinator  
Dan Davis, Service Coordinator  
Jackie Bobo, Human Resources  
Annette Moya, Service Coordinator  
Kelley Walker, Incident Management Staff Director  
Dan Silva, Registered Nurse  
Maria Salazar, Registered Nurse

**DOH/DHI/QMB**  
Kandis Gomez, AA, Team Lead/Healthcare Surveyor  
Michele Beck, Healthcare Surveyor

**DDSD - Metro Regional Office**  
Jason Cornwell, Assistant Metro Director (by phone)  
Steve Moyer, Social and Community Service Coordinator

|  |         |  |
|--|---------|--|
| Administrative Locations Visited                   | Number: | 2 (8908 Washington St NE, Albuquerque, NM 87113;<br>630 Taylor Rd NE, Los Lunas, NM 87031)   |
| Total Sample Size                                  | Number: | 24<br><br>3 - <i>Jackson</i> Class Members<br>21 - Non- <i>Jackson</i> Class Members<br>8 - Supported Living<br>11 - Family Living<br>1 - Intensive Medical Living Supports<br>3 - Adult Habilitation<br>11 - Customized Community Supports<br>4 - Customized In-Home Supports |
| Total Homes Visited                                | Number: | 17   |
| ❖ Supported Living Homes Visited                   | Number: | 6<br><br><i>Note: The following Individuals share a residence:</i><br>➤ #5, 7<br>➤ #22, 24<br>➤ #6, 23   |
| ❖ Family Living Homes Visited                      | Number: | 11   |
| ❖ Intensive Medical Homes Visited                  | Number: | 1<br><br><i>Note: The following Individuals share a residence:</i><br>➤ #6, 23   |
| Persons Served Records Reviewed                    | Number: | 24   |
| Persons Served Interviewed                         | Number: | 17   |
| Persons Served Observed                            | Number: | 3  |
| Persons Served Not Seen and/or Not Available       | Number: | 4 (Four Individuals were not available during the on-site visits, as they were not home.)  |
| Direct Support Personnel Interviewed               | Number: | 32   |
| Direct Support Personnel Records Reviewed          | Number: | 211  |
| Substitute Care/Respite Personnel Records Reviewed | Number: | 64   |
| Service Coordinator Records Reviewed               | Number: | 6  |
| Administrative Interviews                          | Number: | 1  |
| Administrative Processes and Records Reviewed:     |         |  |
|  |         | <ul style="list-style-type: none"> <li>• Medicaid Billing/Reimbursement Records for all Services Provided</li> <li>• Accreditation Records</li> <li>• Oversight of Individual Funds</li> </ul>   |

- Individual Medical and Program Case Files, including, but not limited to:
  - Individual Service Plans
  - Progress on Identified Outcomes
  - Healthcare Plans
  - Medication Administration Records
  - Medical Emergency Response Plans
  - Therapy Evaluations and Plans
  - Healthcare Documentation Regarding Appointments and Required Follow-Up
  - Other Required Health Information
- Internal Incident Management Reports and System Process / General Events Reports
- Personnel Files, including nursing and subcontracted staff
- Staff Training Records, Including Competency Interviews with Staff
- Agency Policy and Procedure Manual
- Caregiver Criminal History Screening Records
- Consolidated Online Registry/Employee Abuse Registry
- Human Rights Committee Notes and Meeting Minutes
- Evacuation Drills of Residences and Service Locations
- Quality Assurance / Improvement Plan

CC: Distribution List: DOH - Division of Health Improvement  
 DOH - Developmental Disabilities Supports Division  
 DOH - Office of Internal Audit  
 HSD - Medical Assistance Division  
 MFEAD – NM Attorney General

## Attachment A

### Provider Instructions for Completing the QMB Plan of Correction (POC) Process

#### **Introduction:**

After a QMB Compliance Survey, your QMB Report of Findings will be sent to you via e-mail.

Each provider must develop and implement a Plan of Correction (POC) that identifies specific quality assurance and quality improvement activities the agency will implement to correct deficiencies and prevent continued deficiencies and non-compliance.

Agencies must submit their Plan of Correction within ten (10) business days from the date you receive the QMB Report of Findings. (Providers who do not submit a POC within 10 business days may be referred to the Internal Review Committee [IRC] for possible actions or sanctions).

Agencies must fully implement their approved Plan of Correction within 45 business days (10 business days to submit your POC for approval and 35 days to implement your approved Plan of Correction) from the date they receive the QMB Report of Findings (Providers who fail to complete a POC within the 45 business days allowed will be referred to the IRC for possible actions or sanctions.)

If you have questions about the Plan of Correction process, call the Plan of Correction Coordinator at 575-373-5716 or email at [AmandaE.Castaneda@state.nm.us](mailto:AmandaE.Castaneda@state.nm.us). Requests for technical assistance must be requested through your Regional DDSD Office.

The POC process cannot resolve disputes regarding findings. If you wish to dispute a finding on the official Report of Findings, you must file an Informal Reconsideration of Findings (IRF) request within ten (10) business days of receiving your report. Please note that you must still submit a POC for findings that are in question (see Attachment "C").

#### **Instructions for Completing Agency POC:**

##### **Required Content**

Your Plan of Correction should provide a step-by-step description of the methods to correct each deficient practice to prevent recurrence and information that ensures the regulation cited is in compliance. The remedies noted in your POC are expected to be added to your Agency's required, annual Quality Assurance Plan.

If a deficiency has already been corrected, the plan should state how it was corrected, the completion date (date the correction was accomplished), and how possible recurrence of the deficiency will be prevented.

##### **The Plan of Correction must address the six required Center for Medicare and Medicaid Services (CMS) core elements to address each deficiency cited in the Report of Findings:**

1. How the specific and realistic corrective action will be accomplished for individuals found to have been affected by the deficient practice.
2. How the agency will identify other individuals who have the potential to be affected by the same deficient practice, and how the agency will act to protect individuals in similar situations.
3. What QA measures will be put into place or systemic changes made to ensure that the deficient practice will not recur
4. Indicate how the agency plans to monitor its performance to make sure that solutions are sustained. The agency must develop a QA plan for ensuring that correction is achieved and sustained. This QA plan must be implemented, and the corrective action evaluated for its effectiveness. The plan of correction is integrated into the agency quality assurance system; and
5. Include dates when corrective action will be completed. The corrective action completion dates must be acceptable to the State.

*The following details should be considered when developing your Plan of Correction:*

- Details about how and when Consumer, Personnel and Residential files are audited by Agency personnel to ensure they contain required documents;
- Information about how Medication Administration Records are reviewed to verify they contain all required information before they are distributed, as they are being used, and after they are completed;
- Your processes for ensuring that all staff are trained in Core Competencies, Abuse, Neglect and Exploitation Reporting, and Individual-Specific service requirements, etc.;
- How accuracy in Billing/Reimbursement documentation is assured;
- How health, safety is assured;
- For Case Management Providers, how Individual Specific Plans are reviewed to verify they meet requirements, how the timeliness of LOC packet submissions and consumer visits are tracked;
- Your process for gathering, analyzing and responding to Quality data indicators; and,
- Details about Quality Targets in various areas, current status, analyses about why targets were not met, and remedies implemented.

**Note: Instruction or in-service of staff alone may not be a sufficient plan of correction.** This is a good first step toward correction, but additional steps must be taken to ensure the deficiency is corrected and will not recur.

### **Completion Dates**

- The plan of correction must include a **completion date** (entered in the far right-hand column) for each finding. Be sure the date is **realistic** in the amount of time your Agency will need to correct the deficiency; not to exceed 45 total business days.
- Direct care issues should be corrected immediately and monitored appropriately.
- Some deficiencies may require a staged plan to accomplish total correction.
- Deficiencies requiring replacement of equipment, etc., may require more time to accomplish correction but should show reasonable time frames.

### **Initial Submission of the Plan of Correction Requirements**

1. The Plan of Correction must be completed on the official QMB Survey Report of Findings/Plan of Correction Form and received by QMB within ten (10) business days from the date you received the report of findings.
2. For questions about the POC process, call the POC Coordinator, Amanda Castaneda at 575-373-5716 or email at [AmandaE.Castaneda@state.nm.us](mailto:AmandaE.Castaneda@state.nm.us) for assistance.
3. For Technical Assistance (TA) in developing or implementing your POC, contact your Regional DDSD Office.
4. Submit your POC to Amanda Castaneda, POC Coordinator in any of the following ways:
  - a. Electronically at [AmandaE.Castaneda@state.nm.us](mailto:AmandaE.Castaneda@state.nm.us) (*preferred method*)
  - b. Fax to 575-528-5019, or
  - c. Mail to POC Coordinator, 1170 North Solano Ste D, Las Cruces, New Mexico 88001
5. Do not submit supporting documentation (evidence of compliance) to QMB until after your POC has been approved by the QMB.
6. QMB will notify you when your POC has been “approved” or “denied.”
  - a. During this time, whether your POC is “approved,” or “denied,” you will have a maximum of 45 business days from the date of receipt of your Report of Findings to correct all survey deficiencies.
  - b. If your POC is denied, it must be revised and resubmitted as soon as possible, as the 45 business day limit is in effect.
  - c. If your POC is denied a second time your agency may be referred to the Internal Review Committee.
  - d. You will receive written confirmation when your POC has been approved by QMB and a final deadline for completion of your POC.
  - e. Please note that all POC correspondence will be sent electronically unless otherwise requested.
7. Failure to submit your POC within 10 business days without prior approval of an extension by QMB will result in a referral to the Internal Review Committee and the possible implementation of monetary penalties and/or sanctions.

### **POC Document Submission Requirements**

Once your POC has been approved by the QMB Plan of Correction Coordinator you must submit copies of documents as evidence that all deficiencies have been corrected, as follows.

1. Your internal documents are due within a maximum of 45 business days of receipt of your Report of Findings.

2. It is preferred that you submit your documents via USPS or other carrier (scanned and saved to CD/DVD disc, flash drive, etc.). If the documents do not contain protected Health information (PHI) the preferred method is that you submit your documents electronically (scanned and attached to e-mails).
3. All submitted documents must be annotated; please be sure the tag numbers and Identification numbers are indicated on each document submitted. Documents which are not annotated with the Tag number and Identification number may not be accepted.
4. Do not submit original documents; Please provide copies or scanned electronic files for evidence. Originals must be maintained in the agency file(s) per DDS Standards.
5. In lieu of some documents, you may submit copies of file or home audit forms that clearly indicate cited deficiencies have been corrected, other attestations of correction must be approved by the Plan of Correction Coordinator prior to their submission.
6. When billing deficiencies are cited, you must provide documentation to justify billing and/or void and adjust forms submitted to Xerox State Healthcare, LLC for the deficiencies cited in the Report of Findings.

Revisions, Modifications or Extensions to your Plan of Correction (post QMB approval) must be made in writing and submitted to the Plan of Correction Coordinator, prior to the due date and are approved on a case-by-case basis. No changes may be made to your POC or the timeframes for implementation without written approval of the POC Coordinator.

## Attachment B

### Department of Health, Division of Health Improvement QMB Determination of Compliance Process

The Division of Health Improvement, Quality Management Bureau (QMB) surveys compliance of the Developmental Disabilities Waiver (DDW) standards and state and federal regulations. QMB has grouped the CMS assurances into five Service Domains: Level of Care; Plan of Care; Qualified Providers; Health, Welfare and Safety; and Administrative Oversight (note that Administrative Oversight listed in this document is not the same as the CMS assurance of Administrative Authority. Used in this context it is related to the agency's operational policies and procedures, Quality Management system and Medicaid billing and reimbursement processes.)

The QMB Determination of Compliance process is based on provider compliance or non-compliance with standards and regulations identified in the QMB Report of Findings. All deficiencies (non-compliance with standards and regulations) are identified and cited as either a Standard level deficiency or a Condition of Participation level deficiency in the QMB Reports of Findings. All deficiencies require corrective action when non-compliance is identified.

Within the QMB Service Domains there are fundamental regulations, standards, or policies with which a provider must be in essential compliance in order to ensure the health and welfare of individuals served known as Conditions of Participation (CoPs).

The Determination of Compliance for each service type is based on a provider's compliance with CoPs in the following Service Domains.

*Case Management Services (Four Service Domains):*

- Plan of Care: ISP Development & Monitoring
- Level of Care
- Qualified Providers
- Health, Safety and Welfare

*Community Living Supports / Inclusion Supports (Three Service Domains):*

- Service Plans: ISP Implementation
- Qualified Provider
- Health, Safety and Welfare

### Conditions of Participation (CoPs)

A CoP is an identified fundamental regulation, standard, or policy with which a provider must be in compliance in order to ensure the health and welfare of individuals served. CoPs are based on the Centers for Medicare and Medicaid Services, Home and Community-Based Waiver required assurances. A provider must be in compliance with CoPs to participate as a waiver provider.

QMB surveyors use professional judgment when reviewing the critical elements of each standard and regulation to determine when non-compliance with a standard level deficiency rises to the level of a CoP out of compliance. Only some deficiencies can rise to the level of a CoP (See the next section for a list of CoPs). The QMB survey team analyzes the relevant finding in terms of scope, actual harm or potential for harm, unique situations, patterns of performance, and other factors to determine if there is the potential for a negative outcome which would rise to the level of a CoP. A Standard level deficiency becomes a CoP out of compliance when the team's analysis establishes that there is an identified potential for significant harm or actual harm. It is then cited as a CoP out of compliance. If the deficiency does not rise to the level of a CoP out of compliance, it is cited as a Standard Level Deficiency.

The Division of Health Improvement (DHI) and the Developmental Disabilities Supports Division (DDSD) collaborated to revise the current Conditions of Participation (CoPs). There are seven Conditions of Participation in which providers must be in compliance.

**CoPs and Service Domains for Case Management Supports are as follows:**

**Service Domain: Plan of Care ISP Development & Monitoring**

Condition of Participation:

1. **Individual Service Plan (ISP) Creation and Development:** Each individual shall have an ISP. The ISP shall be developed in accordance with DDSD regulations and standards and is updated at least annually or when warranted by changes in the individual's needs.

Condition of Participation:

2. **ISP Monitoring and Evaluation:** The Case Manager shall ensure the health and welfare of the individual through monitoring the implementation of ISP desired outcomes.

**Service Domain: Level of Care**

Condition of Participation:

3. **Level of Care:** The Case Manager shall complete all required elements of the Long Term Care Assessment Abstract (LTCAA) to ensure ongoing eligibility for waiver services.

**CoPs and Service Domain for ALL Service Providers is as follows:**

**Service Domain: Qualified Providers**

Condition of Participation:

4. **Qualified Providers:** Agencies shall ensure support staff has completed criminal background screening and all mandated trainings as required by the DDSD.

***CoPs and Service Domains for Living Supports and Inclusion Supports are as follows:***

**Service Domain: Service Plan: ISP Implementation**

Condition of Participation:

5. **ISP Implementation:** Services provided shall be consistent with the components of the ISP and implemented to achieve desired outcomes / action step.

**Service Domain: Health, Welfare and Safety**

Condition of Participation:

6. **Individual Health, Safety and Welfare: (Safety)** Individuals have the right to live and work in a safe environment.

Condition of Participation:

7. **Individual Health, Safety and Welfare (Healthcare Oversight):** The provider shall support individuals to access needed healthcare services in a timely manner. Nursing, healthcare services and healthcare oversight shall be available and provided as needed to address individuals' health, safety and welfare.

## QMB Determinations of Compliance

### Compliance with Conditions of Participation

The QMB determination of *Compliance with Conditions of Participation* indicates that a provider is in compliance with all Conditions of Participation, (CoP). The agency has obtained a level of compliance such that there is a minimal potential for harm to individuals' health and safety. To qualify for a determination of Compliance with Conditions of Participation, the provider must be in compliance with all Conditions of Participation in all relevant Service Domains. The agency may also have Standard level deficiencies (deficiencies which are not at the condition level) out of compliance in any of the Service Domains.

### Partial-Compliance with Conditions of Participation

The QMB determination of *Partial-Compliance with Conditions of Participation* indicates that a provider is out of compliance with Conditions of Participation in one (1) to two (2) Service Domains. The agency may have one or more Condition level tags within a Service Domain. This partial-compliance, if not corrected, may result in a serious negative outcome or the potential for more than minimal harm to individuals' health and safety. The agency may also have Standard level deficiencies (deficiencies which are not at the condition level) in any of the Service Domains.

Providers receiving a repeat determination of Partial-Compliance for repeat deficiencies at the level of a Condition in any Service Domain may be referred by the Quality Management Bureau to the Internal Review Committee (IRC) for consideration of remedies and possible actions or sanctions.

### Non-Compliance with Conditions of Participation

The QMB determination of *Non-Compliance with Conditions of Participation* indicates a provider is significantly out of compliance with Conditions of Participation in multiple Service Domains. The agency may have one or more Condition level tags in each of 3 relevant Service Domains and/or 6 or more Condition of Participation level deficiencies overall, as well as widespread Standard level deficiencies identified in the attached QMB Report of Findings and requires implementation of a Plan of Correction.

This non-compliance, if not corrected, may result in a serious negative outcome or the potential for more than minimal harm to individuals' health and safety. The agency may also have Standard level deficiencies (deficiencies which are not at the condition level) in any of the Service Domains

Providers receiving a repeat determination of Non-Compliance will be referred by Quality Management Bureau to the Internal Review Committee (IRC) for consideration of remedies and possible actions or sanctions.

**Guidelines for the Provider  
Informal Reconsideration of Finding (IRF) Process**

**Introduction:**

Throughout the QMB Survey process, surveyors are openly communicating with providers. Open communication means surveyors have clarified issues and/or requested missing information before completing the review through the use of the signed/dated "Document Request," or "Administrative Needs," etc. forms. Regardless, there may still be instances where the provider disagrees with a specific finding. Providers may use the following process to informally dispute a finding.

**Instructions:**

1. The Informal Reconsideration of the Finding (IRF) request must be received in writing to the QMB Deputy Bureau Chief **within 10 business days** of receipt of the final Report of Findings.
2. The written request for an IRF *must* be completed on the QMB Request for Informal Reconsideration of Finding form available on the QMB website: <https://nmhealth.org/about/dhi/cbp/irf/>
3. The written request for an IRF must specify in detail the request for reconsideration and why the finding is inaccurate.
4. The IRF request must include all supporting documentation or evidence.
5. If you have questions about the IRF process, email the IRF Chairperson, Crystal Lopez-Beck at [Crystal.Lopez-Beck@state.nm.us](mailto:Crystal.Lopez-Beck@state.nm.us) for assistance.

**The following limitations apply to the IRF process:**

- The written request for an IRF and all supporting evidence must be received within 10 business days.
- Findings based on evidence requested during the survey and not provided may not be subject to reconsideration.
- The supporting documentation must be new evidence not previously reviewed or requested by the survey team.
- Providers must continue to complete their Plan of Correction during the IRF process
- Providers may not request an IRF to challenge the sampling methodology.
- Providers may not request an IRF based on disagreement with the nature of the standard or regulation.
- Providers may not request an IRF to challenge the team composition.
- Providers may not request an IRF to challenge the DHI/QMB determination of compliance or the length of their DDSD provider contract.

A Provider forfeits the right to an IRF if the request is not received within 10 business days of receiving the report and/or does not include all supporting documentation or evidence to show compliance with the standards and regulations.

The IRF Committee will review the request; the Provider will be notified in writing of the ruling; no face-to-face meeting will be conducted.

When a Provider requests that a finding be reconsidered, it does not stop or delay the Plan of Correction process.

**Providers must continue to complete the Plan of Correction, including the finding in dispute regardless of the IRF status.** If a finding is removed or modified, it will be noted and removed or modified from the Report of Findings. It should be noted that in some cases a Plan of Correction may be completed prior to the IRF process being completed. The provider will be notified in writing on the decisions of the IRF committee.

**Agency:** The New Beginnings, LLC - Metro, Northwest and Northeast, Region  
**Program:** Developmental Disabilities Waiver  
**Service:** 2012: Supported Living, Family Living, Intensive Medical Living, Customized Community Supports and Customized In-Home Supports  
 2007: Supported Living, Family Living and Adult Habilitation  
**Survey Type:** Routine Survey  
**Survey Date:** March 2 – 12, 2018

| Standard of Care   | Deficiencies  | Agency Plan of Correction, On-going QA/QI and Responsible Party   | Date Due |
|--|---|---|----------|
| <b>Service Domain: Service Plans: ISP Implementation</b> – Services are delivered in accordance with the service plan, including type, scope, amount, duration and frequency specified in the service plan.  |   |   |          |
| <p><b>Tag # 1A08 Agency Case File</b></p> <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>Chapter 5 (CIES) 3. Agency Requirements</b><br/> <b>J. Consumer Records Policy:</b> Community Integrated Employment Provider Agencies must maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are required to comply with the DDSD Individual Case File Matrix policy.</p> <p><b>Chapter 6 (CCS) 3. Agency Requirements:</b><br/> <b>G. Consumer Records Policy:</b> All Provider Agencies shall maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are required to comply with the DDSD Individual Case File Matrix policy. Additional documentation that is required to be maintained at the administrative office includes:</p> <ol style="list-style-type: none"> <li>Vocational Assessments (if applicable) that are of quality and contain content acceptable to DVR and DDSD.</li> </ol> <p><b>Chapter 7 (CIHS) 3. Agency Requirements:</b><br/> <b>E. Consumer Records Policy:</b> All Provider Agencies must maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are required to comply with the DDSD Individual Case File Matrix</p> | <p><b>Standard Level Deficiency</b></p> <p>Based on record review, the Agency did not maintain a complete and confidential case file at the administrative office for 4 of 24 individuals.</p> <p>Review of the Agency individual case files revealed the following items were not found, incomplete, and/or not current:</p> <p><b>ISP Signature Page:</b></p> <ul style="list-style-type: none"> <li>Not Found (#3, 5, 11)</li> </ul> <p><b>ISP Teaching and Support Strategies:</b></p> <ul style="list-style-type: none"> <li>Individual #23 - TSS not found for the following Fun/relationship Outcome Statement / Action Steps:             <ul style="list-style-type: none"> <li>“...will add contacts.”</li> <li>“...will practice using the application and video chatting.”</li> </ul> </li> </ul> | <p><b>Provider:</b><br/> <b>State your Plan of Correction for the deficiencies cited in this tag here (How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?):</b> →</p> <p><b>Provider:</b><br/> <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here (What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?):</b> →</p> |          |

|   |  |  |  |
|---|--|--|--|
| <p>policy.</p> <p><b>Chapter 11 (FL) 3. Agency Requirements:</b><br/> <b>D. Consumer Records Policy:</b> All Family Living Provider Agencies must maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are required to comply with the DDS Individual Case File Matrix policy.</p> <p><b>Chapter 12 (SL) 3. Agency Requirements:</b><br/> <b>D. Consumer Records Policy:</b> All Living Supports- Supported Living Provider Agencies must maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are required to comply with the DDS Individual Case File Matrix policy.</p> <p><b>Chapter 13 (IMLS) 2. Service Requirements:</b><br/> C. Documents to be maintained in the agency administrative office, include: (This is not an all-inclusive list refer to standard as it includes other items)</p> <ul style="list-style-type: none"> <li>• Emergency contact information;</li> <li>• Personal identification;</li> <li>• ISP budget forms and budget prior authorization;</li> <li>• ISP with signature page and all applicable assessments, including teaching and support strategies, Positive Behavior Support Plan (PBSP), Behavior Crisis Intervention Plan (BCIP), or other relevant behavioral plans, Medical Emergency Response Plan (MERP), Healthcare Plan, Comprehensive Aspiration Risk Management Plan (CARMP), and Written Direct Support Instructions (WDSI);</li> <li>• Dated and signed evidence that the individual has been informed of agency grievance/complaint procedure at least annually, or upon admission for a short term stay;</li> <li>• Copy of Guardianship or Power of Attorney documents as applicable;</li> <li>• Behavior Support Consultant, Occupational Therapist, Physical Therapist and Speech-</li> </ul> |  |  |  |
|---|--|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>Language Pathology progress reports as applicable, except for short term stays;</p> <ul style="list-style-type: none"> <li>• Written consent by relevant health decision maker and primary care practitioner for self-administration of medication or assistance with medication from DSP as applicable;</li> <li>• Progress notes written by DSP and nurses;</li> <li>• Signed secondary freedom of choice form;</li> <li>• Transition Plan as applicable for change of provider in past twelve (12) months.</li> </ul> <p><b>DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION (DDSD): Director's Release: Consumer Record Requirements eff. 11/1/2012</b></p> <p><b>III. Requirement Amendments(s) or Clarifications:</b></p> <p>A. All case management, living supports, customized in-home supports, community integrated employment and customized community supports providers must maintain records for individuals served through DD Waiver in accordance with the Individual Case File Matrix incorporated in this director's release.</p> <p>H. Readily accessible electronic records are accessible, including those stored through the Therap web-based system.</p> <p><b>NMAC 8.302.1.17 RECORD KEEPING AND DOCUMENTATION REQUIREMENTS:</b> A provider must maintain all the records necessary to fully disclose the nature, quality, amount and medical necessity of services furnished to an eligible recipient who is currently receiving or who has received services in the past.</p> <p><b>B. Documentation of test results:</b> Results of tests and services must be documented, which includes results of laboratory and radiology procedures or progress following therapy or treatment.</p> |  |  |  |
|--|--|--|--|

| Tag # 1A08.1 Agency Case File - Progress Notes  | Standard Level Deficiency   |   |            |
|---|---|---|------------|
| <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>Chapter 5 (CIES) 3. Agency Requirements: 6. Reimbursement A. 1.</b> ...Provider Agencies must maintain all records necessary to fully disclose the service, quality...The documentation of the billable time spent with an individual shall be kept on the written or electronic record...</p> <p><b>Chapter 6 (CCS) 3. Agency Requirements: 4. Reimbursement A. Record Requirements 1.</b> ...Provider Agencies must maintain all records necessary to fully disclose the service, quality...The documentation of the billable time spent with an individual shall be kept on the written or electronic record...</p> <p><b>Chapter 7 (CIHS) 3. Agency Requirements: 4. Reimbursement A. 1.</b>...Provider Agencies must maintain all records necessary to fully disclose the service, quality...The documentation of the billable time spent with an individual shall be kept on the written or electronic record...</p> <p><b>Chapter 11 (FL) 3. Agency Requirements: 4. Reimbursement A. 1.</b>...Provider Agencies must maintain all records necessary to fully disclose the service, quality...The documentation of the billable time spent with an individual shall be kept on the written or electronic record...</p> <p><b>Chapter 12 (SL) 3. Agency Requirements: 2. Reimbursement A. 1.</b> Provider Agencies must maintain all records necessary to fully disclose the service, quality...The documentation of the billable time spent with an individual shall be kept on the written or electronic record...</p> | <p>Based on record review, the Agency did not maintain progress notes and other service delivery documentation for 1 of 24 Individuals.</p> <p>Review of the Agency individual case files revealed the following items were not found:</p> <p><b>Customized Community Services Notes/Daily Contact Logs</b></p> <ul style="list-style-type: none"> <li>Individual #6 - None found for 11/2017 - 1/2018</li> </ul> | <p><b>Provider:</b><br/> <b>State your Plan of Correction for the deficiencies cited in this tag here</b> (<i>How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?</i>): →</p> <p><b>Provider:</b><br/> <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> (<i>What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?</i>): →</p> | <p>[ ]</p> |

|  |  |  |  |
|--|--|--|--|
| <p><b>Chapter 13 (IMLS) 3. Agency Requirements:</b><br/> <b>4. Reimbursement A. 1.</b>...Provider Agencies must maintain all records necessary to fully disclose the service, quality...The documentation of the billable time spent with an individual shall be kept on the written or electronic record...</p> <p><b>Chapter 15 (ANS) 4. Reimbursement A. 1.</b><br/> ...Provider Agencies must maintain all records necessary to fully disclose the service, quality...The documentation of the billable time spent with an individual shall be kept on the written or electronic record...</p> <p>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007<br/> <b>CHAPTER 1 II. PROVIDER AGENCY REQUIREMENTS: D. Provider Agency Case File for the Individual:</b> All Provider Agencies shall maintain at the administrative office a confidential case file for each individual. Case records belong to the individual receiving services and copies shall be provided to the receiving agency whenever an individual changes providers. The record must also be made available for review when requested by DOH, HSD or federal government representatives for oversight purposes. The individual's case file shall include the following requirements:</p> <p>(3) Progress notes and other service delivery documentation;</p> |  |  |  |
|--|--|--|--|

| Tag # 1A32 and LS14 / 6L14<br>Individual Service Plan Implementation   | Condition of Participation Level Deficiency  |   |           |
|--|--|---|-----------|
| <p><b>NMAC 7.26.5.16.C and D Development of the ISP. Implementation of the ISP.</b> The ISP shall be implemented according to the timelines determined by the IDT and as specified in the ISP for each stated desired outcomes and action plan.</p> <p>C. The IDT shall review and discuss information and recommendations with the individual, with the goal of supporting the individual in attaining desired outcomes. The IDT develops an ISP based upon the individual's personal vision statement, strengths, needs, interests and preferences. The ISP is a dynamic document, revised periodically, as needed, and amended to reflect progress towards personal goals and achievements consistent with the individual's future vision. This regulation is consistent with standards established for individual plan development as set forth by the commission on the accreditation of rehabilitation facilities (CARF) and/or other program accreditation approved and adopted by the developmental disabilities division and the department of health. It is the policy of the developmental disabilities division (DDD), that to the extent permitted by funding, each individual receive supports and services that will assist and encourage independence and productivity in the community and attempt to prevent regression or loss of current capabilities. Services and supports include specialized and/or generic services, training, education and/or treatment as determined by the IDT and documented in the ISP.</p> <p>D. The intent is to provide choice and obtain opportunities for individuals to live, work and play with full participation in their communities.</p> | <p>After an analysis of the evidence it has been determined there is a significant potential for a negative outcome to occur.</p> <p>Based on record review, the Agency did not implement the ISP according to the timelines determined by the IDT and as specified in the ISP for each stated desired outcomes and action plan for 13 of 24 individuals.</p> <p>As indicated by Individuals ISP the following was found with regards to the implementation of ISP Outcomes:</p> <p><b>Administrative Files Reviewed:</b></p> <p><b>Supported Living Data Collection/Data Tracking/Progress with regards to ISP Outcomes:</b></p> <p>Individual #5</p> <ul style="list-style-type: none"> <li>• None found regarding: Fun Outcome/Action Step: "...will enroll in a seasonal sport" for 5/2017 - 2/2018. Action step is to be completed 1 times per quarter.</li> <li>• None found regarding: Fun Outcome/Action Step: "...will make a choice of a sport to participate in" for 5/2017 - 2/2018. Action step is to be completed 1 times per quarter.</li> </ul> <p>Individual #6</p> <ul style="list-style-type: none"> <li>• According to the Live Outcome; Action Step for "...will make a choice and identify the type of calendar that he wants and can use to track activities" is to be completed 1 - 2 times per week. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for</li> </ul> | <p><b>Provider:</b><br/><b>State your Plan of Correction for the deficiencies cited in this tag here</b> (<i>How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?</i>): →</p> <p><b>Provider:</b><br/><b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> (<i>What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?</i>): →</p> | <p>  </p> |

|  |  |  |  |
|--|--|--|--|
| <p>The following principles provide direction and purpose in planning for individuals with developmental disabilities. [05/03/94; 01/15/97; Recompiled 10/31/01]</p> | <p>12/2017.</p> <ul style="list-style-type: none"> <li>• According to the Live Outcome; Action Step for "...will identify an activity or appointment to put on his calendar" is to be completed 1 - 2 times per week. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 12/2017.</li> <li>• According to the Health/Safety Outcome; Action Step for "...will incorporate and participate in an exercise routine 2x's a week" is to be completed 2 times per week. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 12/2017 - 1/2018.</li> </ul> <p>Individual #7</p> <ul style="list-style-type: none"> <li>• According to the Fun Outcome; Action Step for "...will choose an instrument and practice playing it" is to be completed 1 time per week. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017.</li> </ul> <p>Individual #16</p> <ul style="list-style-type: none"> <li>• According to the Live Outcome; Action Step for "...will complete her exercises" is to be completed 3 times per week. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 1/2018.</li> <li>• According to the Live Outcome; Action Step for "...with staff assistance log when she does her exercise by placing a picture on her board to indicate she did her exercises" is to be completed 3 times per week. Evidence found indicated it was not being completed at the required frequency as</li> </ul> |  |  |
|--|--|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <p>indicated in the ISP for 12/2017 - 1/2018.</p> <ul style="list-style-type: none"> <li>• According to the Fun Outcome; Action Step for "...will take pictures on her iPad" is to be completed weekly. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 12/2017 - 1/2018.</li> <li>• According to the Fun Outcome; Action Step for "...will choose a picture she wants to use on her invitations" is to be completed monthly. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 12/2017 - 1/2018.</li> </ul> <p>Individual #21</p> <ul style="list-style-type: none"> <li>• According to the Live Outcome; Action Step for "...will record his important appointments each month" is to be completed monthly. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 12/2017.</li> </ul> <p>Individual #23</p> <ul style="list-style-type: none"> <li>• According to the Live Outcome; Action Step for "...will practice putting his clothes in hamper" is to be completed daily. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017.</li> </ul> <p><b>Family Living Data Collection/Data Tracking/Progress with regards to ISP Outcomes:</b></p> <p>Individual #9</p> <ul style="list-style-type: none"> <li>• According to the Live Outcome; Action Step for "...will be given two choices for a chore to do for the week" is to be completed weekly. Evidence found indicated it was not</li> </ul> |  |  |
|--|--|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <p>being completed at the required frequency as indicated in the ISP for 11/2017.</p> <ul style="list-style-type: none"> <li>• According to the Live Outcome; Action Step for "...will make her choice for a chore" is to be completed weekly. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017.</li> <li>• According to the Live Outcome; Action Step for "...will complete the chore" is to be completed weekly. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017.</li> </ul> <p>Individual #10</p> <ul style="list-style-type: none"> <li>• None found regarding: Live Outcome/Action Step: "Gather laundry" for 11/2017 - 1/2018. Action step is to be completed 2 times per month.</li> <li>• None found regarding: Live Outcome/Action Step: "Put in washer/detergent" for 11/2017 - 1/2018. Action step is to be completed 2 times per month.</li> <li>• None found regarding: Live Outcome/Action Step: "Remove and fold and put away" for 11/2017 - 1/2018. Action step is to be completed 2 times per month.</li> <li>• None found regarding: Fun Outcome/Action Step: "...will contact a friend and plan an outing" for 11/2017 - 1/2018. Action step is to be completed 1 time per month.</li> </ul> <p>Individual #11</p> <ul style="list-style-type: none"> <li>• According to the Live Outcome; Action Step for "...will make his bed" is to be completed</li> </ul> |  |  |
|--|---|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <p>10 times monthly. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017.</p> <ul style="list-style-type: none"> <li>• According to the Live Outcome; Action Step for "...will put away his laundry" is to be completed 10 times monthly. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017.</li> </ul> <p>Individual #15</p> <ul style="list-style-type: none"> <li>• According to the Live Outcome; Action Step for "...will gather supplies" is to be completed 1 time weekly. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017 - 1/2018.</li> <li>• According to the Live Outcome; Action Step for "...will complete tasks and check off" is to be completed 1 time weekly. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017 - 1/2018.</li> </ul> <p><b>Customized Community Supports Data Collection/Data Tracking/Progress with regards to ISP Outcomes:</b></p> <p>Individual #6</p> <ul style="list-style-type: none"> <li>• According to the Fun Outcome; Action Step for "...will participate in an activity or arts/crafts projects of his choice 3x week" is to be completed 3 times per week. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017 - 1/2018.</li> </ul> <p>Individual #11</p> <ul style="list-style-type: none"> <li>• According to the Work/Learn Outcome;</li> </ul> |  |  |
|--|--|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <p>Action Step for "...will role play targeted interaction" is to be completed 4 times per month. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 12/2017.</p> <ul style="list-style-type: none"> <li>• According to the Work/Learn Outcome; Action Step for "...will access his community" is to be completed 3 - 4 times weekly. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 12/2017.</li> <li>• According to the Work/Learn Outcome; Action Step for "...will interact with a community member" is to be completed 2 - 3 times weekly. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 12/2017.</li> </ul> <p>Individual #12</p> <ul style="list-style-type: none"> <li>• None found regarding: Work/Learn Outcome/Action Step: "...will create a leisure inventory list of places she has been to make her choices" for 12/2017 - 1/2018. Action step is to be completed 1 time per week.</li> <li>• None found regarding: Work/Learn Outcome/Action Step: "...will identify between 2 activities from her list of chosen activities" for 12/2017. Action step is to be completed 2 - 3 times per month.</li> <li>• None found regarding: Work/Learn Outcome/Action Step: "...will participate in a new location with different sensory stimuli" for 12/2017 - 1/2018. Action step is to be completed 4 times per month.</li> <li>• None found regarding: Fun Outcome/Action</li> </ul> |  |  |
|--|---|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <p>Step: "...will carry her own ball and put on the ramp" for 12/2017. Action step is to be completed 2 times per month.</p> <ul style="list-style-type: none"> <li>• None found regarding: Fun Outcome/Action Step: "...will participate in the bowling outing" for 12/2017. Action step is to be completed 2 times per month.</li> </ul> <p>Individual #17</p> <ul style="list-style-type: none"> <li>• According to the Health Outcome; Action Step for "...will select four exercise activities" is to be completed 2 times per week. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017 - 1/2018.</li> </ul> <p>Individual #21</p> <ul style="list-style-type: none"> <li>• According to the Fun Outcome; Action Step for "...will research activity that he would like to attend" is to be completed 1 time per week. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 12/2017.</li> <li>• According to the Fun Outcome; Action Step for "...will log the activity in his planner" is to be completed 1 time per week. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 12/2017.</li> <li>• According to the Fun Outcome; Action Step for "...will attend the activity" is to be completed 1 time per week. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 12/2017.</li> </ul> <p>Individual #22</p> <ul style="list-style-type: none"> <li>• None found regarding: Live Outcome/Action Step: "...will review his planner" for 1/2018.</li> </ul> |  |  |
|--|---|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <p>Action step is to be completed daily.</p> <ul style="list-style-type: none"> <li>• None found regarding: Live Outcome/Action Step: "...will input appointments" for 1/2018. Action step is to be completed 1 time per month.</li> </ul> <p><b>Adult Habilitation Data Collection/Data Tracking/Progress with regards to ISP Outcomes:</b></p> <p>Individual #16</p> <ul style="list-style-type: none"> <li>• According to the Work/Learn Outcome; Action Step for "...will operate the app" is to be completed weekly. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 12/2017.</li> </ul> <p><b>Customized In-Home Supports Data Collection/Data Tracking/Progress with regards to ISP Outcomes:</b></p> <p>Individual #13</p> <ul style="list-style-type: none"> <li>• According to the Live Outcome; Action Step for "...will choose water over another beverage" is to be completed daily. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017 - 1/2018.</li> <li>• According to the Live Outcome; Action Step for "...will self-report to direct support staff" is to be completed 2 times per week. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017 - 1/2018.</li> <li>• According to the Fun Outcome; Action Step for "Identify social activity" is to be completed 1 time per month. Evidence found indicated it was not being completed</li> </ul> |  |  |
|--|--|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <p>at the required frequency as indicated in the ISP for 12/2017 - 1/2018.</p> <ul style="list-style-type: none"> <li>• According to the Fun Outcome; Action Step for “Attend a social activity” is to be completed 1 time per month. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017 - 1/2018.</li> </ul> <p>Individual #20</p> <ul style="list-style-type: none"> <li>• According to the Live Outcome; Action Step for “I will practice my math skills” is to be completed 3 times per week. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017 - 1/2018.</li> <li>• According to the Live Outcome; Action Step for “I will purchase my items independently” is to be completed 4 times per month. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 11/2017 - 1/2018.</li> </ul> <p><b>Residential Files Reviewed:</b></p> <p><b>Supported Living Data Collection/Data Tracking/Progress with regards to ISP Outcomes:</b></p> <p>Individual #22</p> <ul style="list-style-type: none"> <li>• According to the Live Outcome; Action Step for “...will review his planner” is to be completed daily. Evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 3/1 - 4/2018.</li> </ul> |  |  |
|--|--|--|--|

| Tag # LS14 / 6L14 Residential Case File  | Standard Level Deficiency   |   |  |
|--|---|---|--|
| <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>CHAPTER 11 (FL) 3. Agency Requirements</b><br/> <b>C. Residence Case File:</b> The Agency must maintain in the individual's home a complete and current confidential case file for each individual. Residence case files are required to comply with the DDS Individual Case File Matrix policy.</p> <p><b>CHAPTER 12 (SL) 3. Agency Requirements</b><br/> <b>C. Residence Case File:</b> The Agency must maintain in the individual's home a complete and current confidential case file for each individual. Residence case files are required to comply with the DDS Individual Case File Matrix policy.</p> <p><b>CHAPTER 13 (IMLS) 2. Service Requirements</b><br/> <b>B.1. Documents to Be Maintained in The Home:</b></p> <ul style="list-style-type: none"> <li>a. Current Health Passport generated through the e-CHAT section of the Therap website and printed for use in the home in case of disruption in internet access;</li> <li>b. Personal identification;</li> <li>c. Current ISP with all applicable assessments, teaching and support strategies, and as applicable for the consumer, PBSP, BCIP, MERP, health care plans, CARMPs, Written Therapy Support Plans, and any other plans (e.g. PRN Psychotropic Medication Plans) as applicable;</li> <li>d. Dated and signed consent to release information forms as applicable;</li> <li>e. Current orders from health care practitioners;</li> <li>f. Documentation and maintenance of accurate medical history in Therap website;</li> <li>g. Medication Administration Records for the current month;</li> <li>h. Record of medical and dental appointments</li> </ul> | <p>Based on record review, the Agency did not maintain a complete and confidential case file in the residence for 13 of 20 Individuals receiving Family Living Services and/or Supported Living Services.</p> <p>Review of the residential individual case files revealed the following items were not found, incomplete, and/or not current:</p> <p><b>Current Emergency and Personal Identification Information:</b></p> <ul style="list-style-type: none"> <li>◦ Did not contain Pharmacy Information (#5)</li> <li>◦ Did not contain Individual's phone number (#15)</li> <li>◦ Did not contain Health Plan Information (#17, 18, 22)</li> </ul> <p><b>ISP Teaching and Support Strategies:</b></p> <ul style="list-style-type: none"> <li>• Individual #11 - TSS not found for the following Live Outcome Statement / Action Steps: <ul style="list-style-type: none"> <li>➢ "...will make his bed."</li> <li>➢ "...will put away his laundry."</li> </ul> </li> </ul> <p><b>Speech Therapy Plan:</b></p> <ul style="list-style-type: none"> <li>◦ Not Found (#12)</li> </ul> <p><b>Healthcare Passport:</b></p> <ul style="list-style-type: none"> <li>◦ Not Found (#9)</li> </ul> <p><b>Special Health Care Needs:</b></p> <ul style="list-style-type: none"> <li>◦ Nutritional Plan (#15, 22)</li> </ul> <p><b>Comprehensive Aspiration Risk Management Plan:</b></p> | <p><b>Provider:</b><br/> <b>State your Plan of Correction for the deficiencies cited in this tag here</b> (<i>How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?</i>): →</p> <p><b>Provider:</b><br/> <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> (<i>What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?</i>): →</p> |  |

|  |   |  |  |
|--|---|--|--|
| <p>for the current year, or during the period of stay for short term stays, including any treatment provided;</p> <p>i. Progress notes written by DSP and nurses;</p> <p>j. Documentation and data collection related to ISP implementation;</p> <p>k. Medicaid card;</p> <p>l. Salud membership card or Medicare card as applicable; and</p> <p>m. A Do Not Resuscitate (DNR) document and/or Advanced Directives as applicable.</p> <p><b>DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION (DDSD): Director's Release: Consumer Record Requirements eff. 11/1/2012</b></p> <p><b>III. Requirement Amendments(s) or Clarifications:</b></p> <p>A. All case management, living supports, customized in-home supports, community integrated employment and customized community supports providers must maintain records for individuals served through DD Waiver in accordance with the Individual Case File Matrix incorporated in this director's release.</p> <p>H. Readily accessible electronic records are accessible, including those stored through the Therap web-based system.</p> <p><b><i>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007</i></b></p> <p><b>CHAPTER 6. VIII. COMMUNITY LIVING SERVICE PROVIDER AGENCY REQUIREMENTS</b></p> <p><b>A. Residence Case File:</b> For individuals receiving Supported Living or Family Living, the Agency shall maintain in the individual's home a complete and current confidential case file for each individual. For individuals receiving Independent Living Services, rather than maintaining this file at the individual's home, the complete and current confidential case file for</p> | <ul style="list-style-type: none"> <li>◦ Not Found (#10)</li> <li>• <b>Health Care Plans:</b> <ul style="list-style-type: none"> <li>◦ Body Mass Index (#21)</li> <li>◦ Pain (#15)</li> <li>◦ Respiratory (#5)</li> </ul> </li> <li>• <b>Medical Emergency Response Plans:</b> <ul style="list-style-type: none"> <li>◦ Allergies (#9)</li> <li>◦ Falls (#21)</li> <li>◦ Pain (#23)</li> <li>◦ Paralysis (#6)</li> <li>◦ Respiratory (#5)</li> <li>◦ Neuro Device (#4)</li> </ul> </li> </ul> |  |  |
|--|---|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>each individual shall be maintained at the agency's administrative site. Each file shall include the following:</p> <ol style="list-style-type: none"> <li>(1) Complete and current ISP and all supplemental plans specific to the individual;</li> <li>(2) Complete and current Health Assessment Tool;</li> <li>(3) Current emergency contact information, which includes the individual's address, telephone number, names and telephone numbers of residential Community Living Support providers, relatives, or guardian or conservator, primary care physician's name(s) and telephone number(s), pharmacy name, address and telephone number and dentist name, address and telephone number, and health plan;</li> <li>(4) Up-to-date progress notes, signed and dated by the person making the note for at least the past month (older notes may be transferred to the agency office);</li> <li>(5) Data collected to document ISP Action Plan implementation</li> <li>(6) Progress notes written by direct care staff and by nurses regarding individual health status and physical conditions including action taken in response to identified changes in condition for at least the past month;</li> <li>(7) Physician's or qualified health care providers written orders;</li> <li>(8) Progress notes documenting implementation of a physician's or qualified health care provider's order(s);</li> <li>(9) Medication Administration Record (MAR) for the past three (3) months which includes: <ol style="list-style-type: none"> <li>(a) The name of the individual;</li> <li>(b) A transcription of the healthcare practitioner's prescription including the brand and generic name of the medication;</li> <li>(c) Diagnosis for which the medication is</li> </ol> </li> </ol> |  |  |  |
|---|--|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>prescribed;</p> <p>(d) Dosage, frequency and method/route of delivery;</p> <p>(e) Times and dates of delivery;</p> <p>(f) Initials of person administering or assisting with medication; and</p> <p>(g) An explanation of any medication irregularity, allergic reaction or adverse effect.</p> <p>(h) For PRN medication an explanation for the use of the PRN must include:</p> <p>(i) Observable signs/symptoms or circumstances in which the medication is to be used, and</p> <p>(ii) Documentation of the effectiveness/result of the PRN delivered.</p> <p>(i) A MAR is not required for individuals participating in Independent Living Services who self-administer their own medication. However, when medication administration is provided as part of the Independent Living Service a MAR must be maintained at the individual's home and an updated copy must be placed in the agency file on a weekly basis.</p> <p>(10) Record of visits to healthcare practitioners including any treatment provided at the visit and a record of all diagnostic testing for the current ISP year; and</p> <p>(11) Medical History to include: demographic data, current and past medical diagnoses including the cause (if known) of the developmental disability and any psychiatric diagnosis, allergies (food, environmental, medications), status of routine adult health care screenings, immunizations, hospital discharge summaries for past twelve (12) months, past medical history including hospitalizations, surgeries, injuries, family history and current physical exam.</p> |  |  |  |
|--|--|--|--|

| Tag # 1A20<br>Direct Support Personnel Training  | Standard Level Deficiency  |   |           |
|--|--|---|-----------|
| <p><b>Department of Health (DOH) Developmental Disabilities Supports Division (DDSD) Policy - Policy Title: Training Requirements for Direct Service Agency Staff Policy - Eff. March 1, 2007 - II. POLICY STATEMENTS:</b></p> <p>A. Individuals shall receive services from competent and qualified staff.</p> <p>B. Staff shall complete individual-specific (formerly known as “Addendum B”) training requirements in accordance with the specifications described in the individual service plan (ISP) of each individual served.</p> <p>C. Staff shall complete training on DOH-approved incident reporting procedures in accordance with 7 NMAC 1.13.</p> <p>D. Staff providing direct services shall complete training in universal precautions on an annual basis. The training materials shall meet Occupational Safety and Health Administration (OSHA) requirements.</p> <p>E. Staff providing direct services shall maintain certification in first aid and CPR. The training materials shall meet OSHA requirements/guidelines.</p> <p>F. Staff who may be exposed to hazardous chemicals shall complete relevant training in accordance with OSHA requirements.</p> <p>G. Staff shall be certified in a DDSD-approved behavioral intervention system (e.g., Mandt, CPI) before using physical restraint techniques. Staff members providing direct services shall maintain certification in a DDSD-approved behavioral intervention system if an individual they support has a behavioral crisis plan that includes the use of physical restraint techniques.</p> <p>H. Staff shall complete and maintain certification in a DDSD-approved medication course in accordance with the DDSD Medication Delivery Policy M-001.</p> <p>I. Staff providing direct services shall complete safety training within the first thirty (30) days of employment and before working alone with an</p> | <p>Based on record review, the Agency did not ensure Orientation and Training requirements were met for 27 of 211 Direct Support Personnel.</p> <p>Review of Direct Support Personnel training records found no evidence of the following required DOH/DDSD trainings and certification being completed:</p> <p><b>Pre-Service:</b></p> <ul style="list-style-type: none"> <li>◦ Not Found (#DSP #593, 618, 676, 698)</li> </ul> <p><b>Foundation for Health and Wellness:</b></p> <ul style="list-style-type: none"> <li>◦ Not Found (DSP #593, 595, 618, 708)</li> </ul> <p><b>ISP Person-Centered Planning (1-Day):</b></p> <ul style="list-style-type: none"> <li>◦ Not Found (#DSP #581, 585, 587, 606, 618, 708)</li> </ul> <p><b>Assisting with Medication Delivery:</b></p> <ul style="list-style-type: none"> <li>◦ Not Found (#590, 618, 642, 689, 692)</li> <li>◦ Expired (#690)</li> </ul> <p><b>First Aid:</b></p> <ul style="list-style-type: none"> <li>◦ Expired (#644, 700)</li> </ul> <p><b>CPR:</b></p> <ul style="list-style-type: none"> <li>◦ Expired (#644, 700)</li> </ul> <p><b>Participatory Communication and Choice Making:</b></p> <ul style="list-style-type: none"> <li>◦ Not Found (#559, 571, 606, 618, 622, 631, 663, 708)</li> </ul> <p><b>Advocacy 101:</b></p> <ul style="list-style-type: none"> <li>◦ Not Found (#559, 606, 618, 622, 663, 695, 708)</li> </ul> | <p><b>Provider:</b><br/>State your Plan of Correction for the deficiencies cited in this tag here (<i>How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?</i>): →</p> <p><b>Provider:</b><br/>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here (<i>What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?</i>): →</p> | <p>  </p> |

|  |   |  |  |
|--|---|--|--|
| <p>individual receiving service.</p> <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>CHAPTER 5 (CIES) 3. Agency Requirements G. Training Requirements: 1.</b> All Community Inclusion Providers must provide staff training in accordance with the DDSD policy T-003: Training Requirements for Direct Service Agency Staff Policy.</p> <p><b>CHAPTER 6 (CCS) 3. Agency Requirements F. Meet all training requirements as follows: 1.</b> All Customized Community Supports Providers shall provide staff training in accordance with the DDSD Policy T-003: Training Requirements for Direct Service Agency Staff Policy;</p> <p><b>CHAPTER 7 (CIHS) 3. Agency Requirements C. Training Requirements:</b> The Provider Agency must report required personnel training status to the DDSD Statewide Training Database as specified in the DDSD Policy T-001: Reporting and Documentation of DDSD Training Requirements Policy. The Provider Agency must ensure that the personnel support staff have completed training as specified in the DDSD Policy T-003: Training Requirements for Direct Service Agency Staff Policy</p> <p><b>CHAPTER 11 (FL) 3. Agency Requirements B. Living Supports- Family Living Services Provider Agency Staffing Requirements: 3. Training:</b><br/> A. All Family Living Provider agencies must ensure staff training in accordance with the Training Requirements for Direct Service Agency Staff policy. DSP's or subcontractors delivering substitute care under Family Living must at a minimum comply with the section of the training policy that relates to Respite, Substitute Care, and personal support staff [Policy T-003: for Training Requirements for Direct Service Agency Staff; Sec.</p> | <p><b>Positive Behavior Support Strategies:</b></p> <ul style="list-style-type: none"> <li>◦ Not Found (#559, 606, 607, 618, 622, 631, 663, 677, 708)</li> </ul> <p><b>Teaching and Support Strategies:</b></p> <ul style="list-style-type: none"> <li>◦ Not Found (#606, 612, 618, 622, 663, 708)</li> </ul> |  |  |
|--|---|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>II-J, Items 1-4]. Pursuant to the Centers for Medicare and Medicaid Services (CMS) requirements, the services that a provider renders may only be claimed for federal match if the provider has completed all necessary training required by the state. All Family Living Provider agencies must report required personnel training status to the DDSD Statewide Training Database as specified in DDSD Policy T-001: Reporting and Documentation for DDSD Training Requirements.</p> <p><b>CHAPTER 12 (SL) 3. Agency Requirements B. Living Supports- Supported Living Services Provider Agency Staffing Requirements: 3. Training:</b></p> <p>A. All Living Supports- Supported Living Provider Agencies must ensure staff training in accordance with the DDSD Policy T-003: for Training Requirements for Direct Service Agency Staff. Pursuant to CMS requirements, the services that a provider renders may only be claimed for federal match if the provider has completed all necessary training required by the state. All Supported Living provider agencies must report required personnel training status to the DDSD Statewide Training Database as specified in DDSD Policy T-001: Reporting and Documentation for DDSD Training Requirements.</p> <p><b>CHAPTER 13 (IMLS) R. 2. Service Requirements. Staff Qualifications 2. DSP Qualifications.</b> E. Complete training requirements as specified in the DDSD Policy T-003: Training Requirements for Direct Service Agency Staff - effective March 1, 2007. Report required personnel training status to the DDSD Statewide Training Database as specified in the DDSD Policy T-001: Reporting and Documentation of DDSD Training Requirements Policy;</p> |  |  |  |
|--|--|--|--|

| Tag # 1A22 Agency Personnel Competency   | Standard Level Deficiency  |   |           |
|--|--|---|-----------|
| <p><b>Department of Health (DOH) Developmental Disabilities Supports Division (DDSD) Policy - Policy Title: Training Requirements for Direct Service Agency Staff Policy - Eff. March 1, 2007 - II. POLICY STATEMENTS:</b></p> <p>A. Individuals shall receive services from competent and qualified staff.</p> <p>B. Staff shall complete individual specific (formerly known as “Addendum B”) training requirements in accordance with the specifications described in the individual service plan (ISP) for each individual serviced.</p> <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>CHAPTER 5 (CIES) 3. Agency Requirements</b></p> <p><b>G. Training Requirements: 1.</b> All Community Inclusion Providers must provide staff training in accordance with the DDSD policy T-003: Training Requirements for Direct Service Agency Staff Policy. 3. Ensure direct service personnel receives Individual Specific Training as outlined in each individual ISP, including aspects of support plans (healthcare and behavioral) or WDSI that pertain to the employment environment.</p> <p><b>CHAPTER 6 (CCS) 3. Agency Requirements</b></p> <p><b>F. Meet all training requirements as follows:</b></p> <p>1. All Customized Community Supports Providers shall provide staff training in accordance with the DDSD Policy T-003: Training Requirements for Direct Service Agency Staff Policy;</p> <p><b>CHAPTER 7 (CIHS) 3. Agency Requirements</b></p> <p><b>C. Training Requirements:</b> The Provider Agency must report required personnel training status to the DDSD Statewide Training Database as specified in the DDSD Policy T-</p> | <p>Based on interview, the Agency did not ensure training competencies were met for 6 of 32 Direct Support Personnel.</p> <p><b>When DSP were asked if the Individual had a Speech Therapy Plan and if so, what the plan covered, the following was reported:</b></p> <ul style="list-style-type: none"> <li>DSP #648 stated, “No not yet.” According to the Individual Specific Training Section of the ISP the Individual requires a Speech Therapy Plan. (Individual #16)</li> </ul> <p><b>When DSP were asked if the Individual had an Occupational Therapy Plan and if so, what the plan covered, the following was reported:</b></p> <ul style="list-style-type: none"> <li>DSP #648 stated, “No, she is doing aquatics, so not sure that applies. According to the Individual Specific Training Section of the ISP, the Individual requires an Occupational Therapy Plan. (Individual #16)</li> </ul> <p><b>When DSP were asked if the Individual had a Physical Therapy Plan and if so, what the plan covered, the following was reported:</b></p> <ul style="list-style-type: none"> <li>DSP #648 stated, “No.” According to the Individual Specific Training Section of the ISP, the Individual requires a Physical Therapy Plan. (Individual #16)</li> </ul> <p><b>When DSP were asked if the Individual had Health Care Plans and if so, what the plan(s) covered, the following was reported:</b></p> <ul style="list-style-type: none"> <li>DSP #505 stated, “Aspiration and Falls.” As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual also requires Health Care Plan for Body Mass Index, Status of Care and Skin and Wound.</li> </ul> | <p><b>Provider:</b><br/> <b>State your Plan of Correction for the deficiencies cited in this tag here (How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?):</b> →</p> <p><b>Provider:</b><br/> <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here (What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?):</b> →</p> | <p>  </p> |

|   |  |  |  |
|---|--|--|--|
| <p>001: Reporting and Documentation of DDSD Training Requirements Policy. The Provider Agency must ensure that the personnel support staff have completed training as specified in the DDSD Policy T-003: Training Requirements for Direct Service Agency Staff Policy. 3. Staff shall complete individual specific training requirements in accordance with the specifications described in the ISP of each individual served; and 4. Staff that assists the individual with medication (e.g., setting up medication, or reminders) must have completed Assisting with Medication Delivery (AWMD) Training.</p> <p><b>CHAPTER 11 (FL) 3. Agency Requirements</b><br/> <b>B. Living Supports- Family Living Services</b><br/> <b>Provider Agency Staffing Requirements: 3. Training:</b><br/> A. All Family Living Provider agencies must ensure staff training in accordance with the Training Requirements for Direct Service Agency Staff policy. DSP's or subcontractors delivering substitute care under Family Living must at a minimum comply with the section of the training policy that relates to Respite, Substitute Care, and personal support staff [Policy T-003: for Training Requirements for Direct Service Agency Staff; Sec. II-J, Items 1-4]. Pursuant to the Centers for Medicare and Medicaid Services (CMS) requirements, the services that a provider renders may only be claimed for federal match if the provider has completed all necessary training required by the state. All Family Living Provider agencies must report required personnel training status to the DDSD Statewide Training Database as specified in DDSD Policy T-001: Reporting and Documentation for DDSD Training Requirements.<br/> B. Individual specific training must be arranged and conducted, including training on the</p> | <p>(Individual #16)</p> <ul style="list-style-type: none"> <li>• DSP #608 stated, "She doesn't." As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires Health Care Plans for Body Mass Index, and Status of Care. (Individual #9)</li> <li>• DSP #635 stated, "No, she doesn't." As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires a Health Care Plan for Pain. (Individual #15)</li> <li>• DSP #648 stated, "Aspiration." As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual also requires Health Care Plan for, Status of Care, Falls and Skin and Wound. (Individual #16)</li> <li>• DSP #664 stated, "There's none in here." As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires Health Care Plans for Body Mass Index, Seizures, and Respiratory (Individual #3)</li> </ul> <p><b>When DSP were asked if the Individual had a Medical Emergency Response Plans and if so, what the plan(s) covered, the following was reported:</b></p> <ul style="list-style-type: none"> <li>• DSP #608 stated, "No." As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires Medical Emergency Response Plans for Allergies. (Individual #9)</li> <li>• DSP #664 stated, "There's none in here." As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires Medical Emergency Response Plans</li> </ul> |  |  |
|---|--|--|--|

|  |   |  |  |
|--|---|--|--|
| <p>Individual Service Plan outcomes, actions steps and strategies and associated support plans (e.g. health care plans, MERP, PBSP and BCIP etc), information about the individual's preferences with regard to privacy, communication style, and routines. Individual specific training for therapy related WDSI, Healthcare Plans, MERPs, CARMP, PBSP, and BCIP must occur at least annually and more often if plans change or if monitoring finds incorrect implementation. Family Living providers must notify the relevant support plan author whenever a new DSP is assigned to work with an individual, and therefore needs to receive training, or when an existing DSP requires a refresher. The individual should be present for and involved in individual specific training whenever possible.</p> <p><b>CHAPTER 12 (SL) 3. Agency Requirements</b><br/> <b>B. Living Supports- Supported Living Services Provider Agency Staffing Requirements: 3. Training:</b><br/> A. All Living Supports- Supported Living Provider Agencies must ensure staff training in accordance with the DDSD Policy T-003: for Training Requirements for Direct Service Agency Staff. Pursuant to CMS requirements, the services that a provider renders may only be claimed for federal match if the provider has completed all necessary training required by the state. All Supported Living provider agencies must report required personnel training status to the DDSD Statewide Training Database as specified in DDSD Policy T-001: Reporting and Documentation for DDSD Training Requirements.<br/> B Individual specific training must be arranged and conducted, including training on the ISP Outcomes, actions steps and strategies, associated support plans (e.g. health care plans, MERP, PBSP and BCIP, etc), and information</p> | <p>for Seizures and Respiratory. (Individual #3)</p> <p><b>When DSP were asked if the Individual had Bowel and Bladder issues and if so, what are they to monitor, the following was reported:</b></p> <ul style="list-style-type: none"> <li>• DSP #648 stated, "Yes constipation." <b>When DSP asked when you would call the nurse if there was no bowel movement, DSP stated,</b> "I haven't had that issue, but I would say 2 - 3 days, but I don't know what hers is." As indicated by the Individual Specific Training section of the ISP, individual does <u>not</u> have bowel or bladder issues. (Individual #16)</li> </ul> <p><b>When DSP were asked if the Individual had a Seizure Disorder, the following was reported:</b></p> <ul style="list-style-type: none"> <li>• DSP #648 stated, "I believe so." As indicated by the Individual Specific Training section of the ISP individual does not require a plan for Seizures. (Individual #16)</li> </ul> <p><b>When DSP were asked if they received training on the Individual's Comprehensive Aspiration Risk Management Plan and what the plan covered, the following was reported:</b></p> <ul style="list-style-type: none"> <li>• DSP #601 stated, "This is the first time I heard the word CARMP." As indicated by the Individual Specific Training section of the ISP the individual has a Comprehensive Aspiration Risk Management Plan. (Individual #2)</li> <li>• DSP #708 stated, "No, I haven't been trained on CARMP." As indicated by the Individual Specific Training section of the ISP the individual has a Comprehensive Aspiration Risk Management Plan. (Individual #12)</li> </ul> |  |  |
|--|---|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>about the individual's preferences with regard to privacy, communication style, and routines. Individual specific training for therapy related WDSI, Healthcare Plans, MERP, CARMP, PBSP, and BCIP must occur at least annually and more often if plans change or if monitoring finds incorrect implementation. Supported Living providers must notify the relevant support plan author whenever a new DSP is assigned to work with an individual, and therefore needs to receive training, or when an existing DSP requires a refresher. The individual should be present for and involved in individual specific training whenever possible.</p> <p><b>CHAPTER 13 (IMLS) R. 2. Service Requirements. Staff Qualifications 2. DSP Qualifications. E.</b> Complete training requirements as specified in the DDS Policy T-003: Training Requirements for Direct Service Agency Staff - effective March 1, 2007. Report required personnel training status to the DDS Statewide Training Database as specified in the DDS Policy T-001: Reporting and Documentation of DDS Training Requirements Policy;</p> |  |  |  |
|--|--|--|--|

| Tag # 1A28.1<br>Incident Mgt. System - Personnel Training  | Standard Level Deficiency   |   |           |
|--|---|---|-----------|
| <p><b>NMAC 7.1.14 ABUSE, NEGLECT, EXPLOITATION, AND DEATH REPORTING, TRAINING AND RELATED REQUIREMENTS FOR COMMUNITY PROVIDERS</b></p> <p><b>NMAC 7.1.14.9 INCIDENT MANAGEMENT SYSTEM REQUIREMENTS:</b></p> <p><b>A. General:</b> All community-based service providers shall establish and maintain an incident management system, which emphasizes the principles of prevention and staff involvement. The community-based service provider shall ensure that the incident management system policies and procedures requires all employees and volunteers to be competently trained to respond to, report, and preserve evidence related to incidents in a timely and accurate manner.</p> <p><b>B. Training curriculum:</b> Prior to an employee or volunteer’s initial work with the community-based service provider, all employees and volunteers shall be trained on an applicable written training curriculum including incident policies and procedures for identification, and timely reporting of abuse, neglect, exploitation, suspicious injury, and all deaths as required in Subsection A of 7.1.14.8 NMAC. The trainings shall be reviewed at annual, not to exceed 12-month intervals. The training curriculum as set forth in Subsection C of 7.1.14.9 NMAC may include computer-based training. Periodic reviews shall include, at a minimum, review of the written training curriculum and site-specific issues pertaining to the community-based service provider’s facility. Training shall be conducted in a language that is understood by the employee or volunteer.</p> <p><b>C. Incident management system training curriculum requirements:</b></p> <p>(1) The community-based service provider shall conduct training or designate a knowledgeable representative to conduct</p> | <p>Based on record review and interview, the Agency did not ensure Incident Management Training for 18 of 217 Agency Personnel.</p> <p><b>Direct Support Personnel (DSP):</b></p> <ul style="list-style-type: none"> <li>Incident Management Training (Abuse, Neglect and Exploitation) (DSP#508, 523, 529, 547, 610, 618, 642, 651, 652, 655, 690, 697, 699, 702, 703)</li> </ul> <p><b>Service Coordination Personnel (SC):</b></p> <ul style="list-style-type: none"> <li>Incident Management Training (Abuse, Neglect and Exploitation) (SC #711)</li> </ul> <p><b>When Direct Support Personnel were asked what State Agency must be contacted when there is suspected Abuse, Neglect and Exploitation, the following was reported:</b></p> <ul style="list-style-type: none"> <li>DSP #572 stated, “Adult Protective Services.” Staff was not able to identify the State Agency as Division of Health Improvement.</li> <li>DSP #778 stated, “Adult Protective Services.” Staff was not able to identify the State Agency as Division of Health Improvement.</li> </ul> | <p><b>Provider:</b><br/><b>State your Plan of Correction for the deficiencies cited in this tag here (How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?):</b> →</p> <p><b>Provider:</b><br/><b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here (What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?):</b> →</p> | <p>  </p> |

|   |  |  |  |
|---|--|--|--|
| <p>training, in accordance with the written training curriculum provided electronically by the division that includes but is not limited to:</p> <ul style="list-style-type: none"> <li>(a) an overview of the potential risk of abuse, neglect, or exploitation;</li> <li>(b) informational procedures for properly filing the division's abuse, neglect, and exploitation or report of death form;</li> <li>(c) specific instructions of the employees' legal responsibility to report an incident of abuse, neglect and exploitation, suspicious injury, and all deaths;</li> <li>(d) specific instructions on how to respond to abuse, neglect, or exploitation;</li> <li>(e) emergency action procedures to be followed in the event of an alleged incident or knowledge of abuse, neglect, exploitation, or suspicious injury.</li> </ul> <p>(2) All current employees and volunteers shall receive training within 90 days of the effective date of this rule.</p> <p>(3) All new employees and volunteers shall receive training prior to providing services to consumers.</p> <p><b>D. Training documentation:</b> All community-based service providers shall prepare training documentation for each employee and volunteer to include a signed statement indicating the date, time, and place they received their incident management reporting instruction. The community-based service provider shall maintain documentation of an employee or volunteer's training for a period of at least three years, or six months after termination of an employee's employment or the volunteer's work. Training curricula shall be kept on the provider premises and made available upon request by the department. Training documentation shall be made available immediately upon a division representative's request. Failure to provide employee and volunteer training documentation shall subject the community-based service</p> |  |  |  |
|---|--|--|--|

provider to the penalties provided for in this rule.

**Policy Title: Training Requirements for Direct Service Agency Staff Policy - Eff. March 1, 2007 II. POLICY STATEMENTS:**

- A. Individuals shall receive services from competent and qualified staff.
- C. Staff shall complete training on DOH-approved incident reporting procedures in accordance with 7 NMAC 1.13.

| Tag # 1A37<br>Individual Specific Training   | Standard Level Deficiency   |   |  |
|--|---|---|--|
| <p><b>Department of Health (DOH) Developmental Disabilities Supports Division (DDSD) Policy - Policy Title: Training Requirements for Direct Service Agency Staff Policy - Eff. March 1, 2007 - II. POLICY STATEMENTS:</b></p> <p>A. Individuals shall receive services from competent and qualified staff.</p> <p>B. Staff shall complete individual specific (formerly known as “Addendum B”) training requirements in accordance with the specifications described in the individual service plan (ISP) for each individual serviced.</p> <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>CHAPTER 5 (CIES) 3. Agency Requirements</b></p> <p><b>G. Training Requirements: 1.</b> All Community Inclusion Providers must provide staff training in accordance with the DDSD policy T-003: Training Requirements for Direct Service Agency Staff Policy. 3. Ensure direct service personnel receives Individual Specific Training as outlined in each individual ISP, including aspects of support plans (healthcare and behavioral) or WDSI that pertain to the employment environment.</p> <p><b>CHAPTER 6 (CCS) 3. Agency Requirements</b></p> <p><b>F. Meet all training requirements as follows:</b></p> <p>1. All Customized Community Supports Providers shall provide staff training in accordance with the DDSD Policy T-003: Training Requirements for Direct Service Agency Staff Policy;</p> <p><b>CHAPTER 7 (CIHS) 3. Agency Requirements</b></p> <p><b>C. Training Requirements:</b> The Provider Agency must report required personnel training status to the DDSD Statewide Training</p> | <p>Based on record review, the Agency did not ensure that Individual Specific Training requirements were met for 2 of 217 Agency Personnel.</p> <p>Review of personnel records found no evidence of the following:</p> <p><b>Direct Support Personnel (DSP):</b></p> <ul style="list-style-type: none"> <li>Individual Specific Training (DSP #556, 678)</li> </ul> | <p><b>Provider:</b><br/> <b>State your Plan of Correction for the deficiencies cited in this tag here (How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?): →</b></p> <p><b>Provider:</b><br/> <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here (What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?): →</b></p> |  |

|   |  |  |  |
|---|--|--|--|
| <p>Database as specified in the DDSD Policy T-001: Reporting and Documentation of DDSD Training Requirements Policy. The Provider Agency must ensure that the personnel support staff have completed training as specified in the DDSD Policy T-003: Training Requirements for Direct Service Agency Staff Policy. 3. Staff shall complete individual specific training requirements in accordance with the specifications described in the ISP of each individual served; and 4. Staff that assists the individual with medication (e.g., setting up medication, or reminders) must have completed Assisting with Medication Delivery (AWMD) Training.</p> <p><b>CHAPTER 11 (FL) 3. Agency Requirements</b><br/> <b>B. Living Supports- Family Living Services</b><br/> <b>Provider Agency Staffing Requirements: 3. Training:</b></p> <p>A. All Family Living Provider agencies must ensure staff training in accordance with the Training Requirements for Direct Service Agency Staff policy. DSP's or subcontractors delivering substitute care under Family Living must at a minimum comply with the section of the training policy that relates to Respite, Substitute Care, and personal support staff [Policy T-003: for Training Requirements for Direct Service Agency Staff; Sec. II-J, Items 1-4]. Pursuant to the Centers for Medicare and Medicaid Services (CMS) requirements, the services that a provider renders may only be claimed for federal match if the provider has completed all necessary training required by the state. All Family Living Provider agencies must report required personnel training status to the DDSD Statewide Training Database as specified in DDSD Policy T-001: Reporting and Documentation for DDSD Training Requirements.</p> <p>B. Individual specific training must be arranged</p> |  |  |  |
|---|--|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>and conducted, including training on the Individual Service Plan outcomes, actions steps and strategies and associated support plans (e.g. health care plans, MERP, PBSP and BCIP etc), information about the individual's preferences with regard to privacy, communication style, and routines. Individual specific training for therapy related WDSI, Healthcare Plans, MERPs, CARMP, PBSP, and BCIP must occur at least annually and more often if plans change or if monitoring finds incorrect implementation. Family Living providers must notify the relevant support plan author whenever a new DSP is assigned to work with an individual, and therefore needs to receive training, or when an existing DSP requires a refresher. The individual should be present for and involved in individual specific training whenever possible.</p> <p><b>CHAPTER 12 (SL) 3. Agency Requirements</b><br/> <b>B. Living Supports- Supported Living Services Provider Agency Staffing Requirements: 3. Training:</b><br/> A. All Living Supports- Supported Living Provider Agencies must ensure staff training in accordance with the DDSD Policy T-003: for Training Requirements for Direct Service Agency Staff. Pursuant to CMS requirements, the services that a provider renders may only be claimed for federal match if the provider has completed all necessary training required by the state. All Supported Living provider agencies must report required personnel training status to the DDSD Statewide Training Database as specified in DDSD Policy T-001: Reporting and Documentation for DDSD Training Requirements.<br/> B Individual specific training must be arranged and conducted, including training on the ISP Outcomes, actions steps and strategies, associated support plans (e.g. health care plans,</p> |  |  |  |
|--|--|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>MERP, PBSP and BCIP, etc), and information about the individual's preferences with regard to privacy, communication style, and routines. Individual specific training for therapy related WDSI, Healthcare Plans, MERP, CARMP, PBSP, and BCIP must occur at least annually and more often if plans change or if monitoring finds incorrect implementation. Supported Living providers must notify the relevant support plan author whenever a new DSP is assigned to work with an individual, and therefore needs to receive training, or when an existing DSP requires a refresher. The individual should be present for and involved in individual specific training whenever possible.</p> <p><b>CHAPTER 13 (IMLS) R. 2. Service Requirements. Staff Qualifications 2. DSP Qualifications. E.</b> Complete training requirements as specified in the DDSD Policy T-003: Training Requirements for Direct Service Agency Staff - effective March 1, 2007. Report required personnel training status to the DDSD Statewide Training Database as specified in the DDSD Policy T-001: Reporting and Documentation of DDSD Training Requirements Policy;</p> |  |  |  |
|---|--|--|--|

| Tag # 1A43.1 General Events Reporting – Individual Approval  | Standard Level Deficiency   |   |           |
|--|---|---|-----------|
| <p><b>Department of Health (DOH) Developmental Disabilities Supports Division (DDSD) Policy: General Events Reporting Effective 1/1/2012</b></p> <p><b>I. Purpose:</b> To report, track and analyze significant events experiences by adult participants of the DD Waiver program, which do not meet criteria for abuse, neglect or exploitation, or other “reportable incident” as defined by the Incident Management Bureau of the Division of Health Improvement, Department of Health, but which pose a risk to individuals served. Analysis of reported significant events is intended to identify emerging patterns so that preventative actions can be identified at the individual, provider agency, regional and statewide levels.</p> <p><b>II. Policy Statements:</b> Designated employees of each agency will enter specified information into the General Events Reporting section of the secure website operated under contract by Therap Services within 2 business days of the occurrence or knowledge by the reporting agency of any of the following defined events in which DDSD requires reporting: Chocking, Missing Person, Suicide Attempt or Threat, Restraint related to Behavior, Serious Injury including Skin Breakdown, Fall (with or without injury), Out of Home Placement and Infections...Providers shall utilize the “Significant Events Reporting System Guide” to assure that events are reported correctly for DDSD tracking purposes. At providers’ discretion additional events may be tracked within the Therap General Events Reporting which are not required by DDSD such as medication errors.</p> <p>B. General Events Reporting does not</p> | <p>Based on record review, the Agency did not follow the General Events Reporting requirements as indicated by the policy for 5 of 24 individuals.</p> <p><b>The following General Events Reporting records contained evidence that indicated the General Events Report was not entered and approved within 2 business days:</b></p> <p>Individual #7</p> <ul style="list-style-type: none"> <li>• General Events Report (GER) indicates on 11/15/2017 the Individual fell and injured finger. (Injury). GER is pending approval.</li> <li>• General Events Report (GER) indicates on 8/26/2017 the Individual fell and injured thigh, buttock and back. (Injury). GER was approved on 9/14/2017.</li> </ul> <p>Individual #13</p> <ul style="list-style-type: none"> <li>• General Events Report (GER) indicates on 9/26/2017 the Individual threatened self- harm and 242-Cops were called to do a wellness check. (Use of law enforcement). GER was approved on 10/9/2017.</li> </ul> <p>Individual #16</p> <ul style="list-style-type: none"> <li>• General Events Report (GER) indicates on 8/3/2017 the Individual lifted arm and had small bruise. (Injury). GER was approved on 8/14/2017.</li> <li>• General Events Report (GER) indicates on 11/20/2017 the Individual was in room and removed toenail. (Injury). GER was approved on 12/8/2017.</li> <li>• General Events Report (GER) indicates on</li> </ul> | <p><b>Provider:</b><br/> <b>State your Plan of Correction for the deficiencies cited in this tag here (How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?):</b> →</p> <p><b>Provider:</b><br/> <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here (What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?):</b> →</p> | <p>  </p> |

|   |   |  |  |
|---|---|--|--|
| <p>replace agency obligations to report abuse, neglect, exploitation and other reportable incidents in compliance with policies and procedures issued by the Department's Incident Management Bureau of the Division of Health Improvement.</p> | <p>2/10/2018 the Individual was assaulted by housemate. (Injury). GER was approved on 2/21/2018.</p> <p>Individual #21</p> <ul style="list-style-type: none"> <li>• General Events Report (GER) indicates on 3/1/2017 the Individual was placed in CPI hold and assaulted by staff. (Injury). GER was approved on 3/7/2017.</li> </ul> <p>Individual #23</p> <ul style="list-style-type: none"> <li>• General Events Report (GER) indicates on 1/18/2018 the Individual was taken to ER for twisted ankle. (Injury). GER was approved on 2/8/2018.</li> </ul> |  |  |
|---|---|--|--|

| Tag #1A08.2 Healthcare Requirements   | Standard Level Deficiency   |   |  |
|---|---|---|--|
| <p><b>NMAC 8.302.1.17 RECORD KEEPING AND DOCUMENTATION REQUIREMENTS:</b> A provider must maintain all the records necessary to fully disclose the nature, quality, amount and medical necessity of services furnished to an eligible recipient who is currently receiving or who has received services in the past.</p> <p><b>B. Documentation of test results:</b> Results of tests and services must be documented, which includes results of laboratory and radiology procedures or progress following therapy or treatment.</p> <p><b>DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION (DDSD): Director’s Release: Consumer Record Requirements eff. 11/1/2012 III. Requirement Amendments(s) or Clarifications:</b></p> <p>A. All case management, living supports, customized in-home supports, community integrated employment and customized community supports providers must maintain records for individuals served through DD Waiver in accordance with the Individual Case File Matrix incorporated in this director’s release.</p> <p>H. Readily accessible electronic records are accessible, including those stored through the Therap web-based system.</p> <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>Chapter 5 (CIES) 3. Agency Requirements H. Consumer Records Policy:</b> All Provider Agencies must maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are</p> | <p>Based on record review, the Agency did not provide documentation of annual physical examinations and/or other examinations as specified by a licensed physician for 9 of 24 individuals receiving Community Inclusion, Living Services and Other Services.</p> <p>Review of the administrative individual case files revealed the following items were not found, incomplete, and/or not current:</p> <p><b>Community Living Services / Community Inclusion Services (Individuals Receiving Multiple Services):</b></p> <ul style="list-style-type: none"> <li>• <b>Dental Exam</b> <ul style="list-style-type: none"> <li>◦ Individual #4 - As indicated by collateral documentation reviewed, exam was completed on 3/16/2017. Follow-up was to be completed in 6 months. No evidence of follow-up found.</li> <li>◦ Individual #15 - As indicated by collateral documentation reviewed, exam was completed on 2/7/2017. Follow-up was to be completed in 1 year. No evidence of follow-up found.</li> <li>◦ Individual #18 - As indicated by collateral documentation reviewed, exam was completed on 8/23/2017. Follow-up was to be completed in 6 months. No evidence of follow-up found.</li> <li>◦ Individual #23 - As indicated by the DDSD file matrix Dental Exams are to be conducted annually. No evidence of exam was found.</li> </ul> </li> </ul> | <p><b>Provider:</b><br/> <b>State your Plan of Correction for the deficiencies cited in this tag here (How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?):</b> →</p> <p><b>Provider:</b><br/> <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here (What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?):</b> →</p> |  |

|  |  |  |  |
|--|--|--|--|
| <p>required to comply with the DDSD Consumer Records Policy.</p> <p><b>Chapter 6 (CCS) 3. Agency Requirements:</b><br/> <b>G. Consumer Records Policy:</b> All Provider Agencies shall maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are required to comply with the DDSD Individual Case File Matrix policy.</p> <p><b>Chapter 7 (CIHS) 3. Agency Requirements:</b><br/> <b>E. Consumer Records Policy:</b> All Provider Agencies must maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are required to comply with the DDSD Individual Case File Matrix policy.</p> <p><b>Chapter 11 (FL) 3. Agency Requirements:</b><br/> <b>D. Consumer Records Policy:</b> All Family Living Provider Agencies must maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are required to comply with the DDSD Individual Case File Matrix policy.</p> <p><b>Chapter 12 (SL) 3. Agency Requirements:</b><br/> <b>D. Consumer Records Policy:</b> All Living Supports- Supported Living Provider Agencies must maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are required to comply with the DDSD Individual Case File Matrix policy.</p> <p><b>Chapter 13 (IMLS) 2. Service Requirements:</b><br/> C. Documents to be maintained in the agency administrative office, include: (This is not an all-inclusive list refer to standard as it includes other items)...</p> | <ul style="list-style-type: none"> <li>• <b>Vision Exam</b> <ul style="list-style-type: none"> <li>◦ Individual #5 - As indicated by collateral documentation reviewed, exam was completed on 4/1/2016. Follow-up was to be completed in 3 months. No evidence of follow-up found.</li> <li>◦ Individual #7 - As indicated by collateral documentation reviewed, exam was completed on 2/4/2016. Follow-up was to be completed in 2 years. No evidence of follow-up found. (<i>appointment scheduled for 4/13/2018</i>).</li> <li>◦ Individual #15 - As indicated by collateral documentation reviewed, exam was completed on 5/27/2016. Follow-up was to be completed in 1 year. No evidence of follow-up found.</li> <li>◦ Individual #19 - As indicated by collateral documentation reviewed, exam was completed on 1/19/2017. Follow-up was to be completed in 1 year. No evidence of follow-up found.</li> <li>◦ Individual #21 - As indicated by collateral documentation reviewed, exam was completed on 11/30/2016. Follow-up was to be completed in 1 year. No evidence of follow-up found.</li> </ul> </li> <li>• <b>Auditory Exam</b> <ul style="list-style-type: none"> <li>◦ Individual #7 - As indicated by collateral documentation reviewed, exam was completed on 2/11/2016. Follow-up was to be completed in 2 years. No evidence of follow-up found.</li> <li>◦ Individual #24 - As indicated by collateral documentation reviewed, exam was</li> </ul> </li> </ul> |  |  |
|--|--|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007</p> <p><b>CHAPTER 1 II. PROVIDER AGENCY REQUIREMENTS: D. Provider Agency Case File for the Individual:</b> All Provider Agencies shall maintain at the administrative office a confidential case file for each individual. Case records belong to the individual receiving services and copies shall be provided to the receiving agency whenever an individual changes providers. The record must also be made available for review when requested by DOH, HSD or federal government representatives for oversight purposes. The individual's case file shall include the following requirements:</p> <p>(5) A medical history, which shall include at least demographic data, current and past medical diagnoses including the cause (if known) of the developmental disability, psychiatric diagnoses, allergies (food, environmental, medications), immunizations, and most recent physical exam;</p> <p><b>CHAPTER 6. VI. GENERAL REQUIREMENTS FOR COMMUNITY LIVING</b></p> <p><b>G. Health Care Requirements for Community Living Services.</b></p> <p>(1) The Community Living Service providers shall ensure completion of a HAT for each individual receiving this service. The HAT shall be completed 2 weeks prior to the annual ISP meeting and submitted to the Case Manager and all other IDT Members. A revised HAT is required to also be submitted whenever the individual's health status changes significantly. For individuals who are newly allocated to the DD Waiver program, the HAT may be completed within 2 weeks following the initial ISP meeting and submitted with any strategies and support plans indicated in the ISP, or within 72 hours following admission into direct</p> | <p>completed on 8/26/2015. Follow-up was to be completed in 2 years. No evidence of follow-up found.</p> <ul style="list-style-type: none"> <li>• <b>Psychiatric Exam</b> <ul style="list-style-type: none"> <li>◦ Individual #24 - As indicated by collateral documentation reviewed, exam was scheduled for 2/16/2018. No evidence of exam results was found.</li> </ul> </li> </ul> |  |  |
|--|--|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>services, whichever comes first.</p> <p>(2) Each individual will have a Health Care Coordinator, designated by the IDT. When the individual's HAT score is 4, 5 or 6 the Health Care Coordinator shall be an IDT member, other than the individual. The Health Care Coordinator shall oversee and monitor health care services for the individual in accordance with these standards. In circumstances where no IDT member voluntarily accepts designation as the health care coordinator, the community living provider shall assign a staff member to this role.</p> <p>(3) For each individual receiving Community Living Services, the provider agency shall ensure and document the following:</p> <p>(a) Provision of health care oversight consistent with these Standards as detailed in Chapter One section III E: Healthcare Documentation by Nurses For Community Living Services, Community Inclusion Services and Private Duty Nursing Services.</p> <p>b) That each individual with a score of 4, 5, or 6 on the HAT, has a Health Care Plan developed by a licensed nurse.</p> <p>(c) That an individual with chronic condition(s) with the potential to exacerbate into a life threatening condition, has Crisis Prevention/ Intervention Plan(s) developed by a licensed nurse or other appropriate professional for each such condition.</p> <p>(4) That an average of 3 hours of documented nutritional counseling is available annually, if recommended by the IDT.</p> <p>(5) That the physical property and grounds are free of hazards to the individual's health and safety.</p> <p>(6) In addition, for each individual receiving Supported Living or Family Living Services, the provider shall verify and document the</p> |  |  |  |
|--|--|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>following:</p> <ul style="list-style-type: none"><li>(a) The individual has a primary licensed physician;</li><li>(b) The individual receives an annual physical examination and other examinations as specified by a licensed physician;</li><li>(c) The individual receives annual dental check-ups and other check-ups as specified by a licensed dentist;</li><li>(d) The individual receives eye examinations as specified by a licensed optometrist or ophthalmologist; and</li><li>(e) Agency activities that occur as follow-up to medical appointments (e.g. treatment, visits to specialists, changes in medication or daily routine).</li></ul> |  |  |  |
|---|--|--|--|

| Tag # 1A09 Medication Delivery<br>Routine Medication Administration   | Standard Level Deficiency   |   |  |
|---|---|---|--|
| <p><b>NMAC 16.19.11.8 MINIMUM STANDARDS:</b><br/> A. MINIMUM STANDARDS FOR THE DISTRIBUTION, STORAGE, HANDLING AND RECORD KEEPING OF DRUGS:<br/> (d) The facility shall have a Medication Administration Record (MAR) documenting medication administered to residents, <b>including over-the-counter medications.</b><br/> This documentation shall include:</p> <ul style="list-style-type: none"> <li>(i) Name of resident;</li> <li>(ii) Date given;</li> <li>(iii) Drug product name;</li> <li>(iv) Dosage and form;</li> <li>(v) Strength of drug;</li> <li>(vi) Route of administration;</li> <li>(vii) How often medication is to be taken;</li> <li>(viii) Time taken and staff initials;</li> <li>(ix) Dates when the medication is discontinued or changed;</li> <li>(x) The name and initials of all staff administering medications.</li> </ul> <p><b>Model Custodial Procedure Manual</b><br/> <b>D. Administration of Drugs</b><br/> Unless otherwise stated by practitioner, patients will not be allowed to administer their own medications.<br/> Document the practitioner's order authorizing the self-administration of medications.</p> <p>All PRN (As needed) medications shall have complete detail instructions regarding the administering of the medication. This shall include:</p> <ul style="list-style-type: none"> <li>➤ symptoms that indicate the use of the medication,</li> <li>➤ exact dosage to be used, and</li> <li>➤ the exact amount to be used in a 24-hour period.</li> </ul> | <p>Medication Administration Records (MAR) were reviewed for the months of February 2018 and March 2018.</p> <p>Based on record review, 6 of 24 individuals had Medication Administration Records (MAR), which contained missing medications entries and/or other errors:</p> <p>Individual #6<br/> February 2018<br/> Medication Administration Records did not contain the diagnosis for which the medication is prescribed:</p> <ul style="list-style-type: none"> <li>• Famotidine 20mg tablet (2 times daily via g-tube)</li> <li>• Ferrous S04 220mg (1 time daily)</li> <li>• Baclofen 10mg tablet (2 times daily via g-tube)</li> <li>• Polyethylene Glycol 3350 17gram/dose powder (1 time daily)</li> </ul> <p>Individual #16<br/> February 2018<br/> Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries:</p> <ul style="list-style-type: none"> <li>• Betamethasone Valerate 0.1% Cream (2 times daily) – Blank 2/5 (8:00 PM)</li> <li>• Calcium 600 mg Tablet (2 times daily) – Blank 2/5 (8:00 PM)</li> <li>• Citalopram HBR 40 mg Tablet (1 time daily) – Blank 2/5 (8:00 PM)</li> </ul> | <p><b>Provider:</b><br/> <b>State your Plan of Correction for the deficiencies cited in this tag here</b> (<i>How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?</i>): →</p> <p><b>Provider:</b><br/> <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> (<i>What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?</i>): →</p> |  |

|  |   |  |  |
|--|---|--|--|
| <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>CHAPTER 5 (CIES) 1. Scope of Service B. Self Employment 8.</b> Providing assistance with medication delivery as outlined in the ISP; <b>C. Individual Community Integrated Employment 3.</b> Providing assistance with medication delivery as outlined in the ISP; <b>D. Group Community Integrated Employment 4.</b> Providing assistance with medication delivery as outlined in the ISP; and</p> <p><b>B. Community Integrated Employment Agency Staffing Requirements: o.</b> Comply with DDSD Medication Assessment and Delivery Policy and Procedures;</p> <p><b>CHAPTER 6 (CCS) 1. Scope of Services A. Individualized Customized Community Supports 19.</b> Providing assistance or supports with medications in accordance with DDSD Medication Assessment and Delivery policy. <b>C. Small Group Customized Community Supports 19.</b> Providing assistance or supports with medications in accordance with DDSD Medication Assessment and Delivery policy. <b>D. Group Customized Community Supports 19.</b> Providing assistance or supports with medications in accordance with DDSD Medication Assessment and Delivery policy.</p> <p><b>CHAPTER 11 (FL) 1 SCOPE OF SERVICES A. Living Supports- Family Living Services:</b> The scope of Family Living Services includes, but is not limited to the following as identified by the Interdisciplinary Team (IDT):</p> <p><b>19.</b> Assisting in medication delivery, and related monitoring, in accordance with the DDSD's Medication Assessment and Delivery Policy, New Mexico Nurse Practice Act, and Board of Pharmacy regulations including skill development activities leading to the ability for</p> | <ul style="list-style-type: none"> <li>• Divalproex Sodium 125 mg Tablet (1 time daily) – Blank 2/5 (8:00 PM)</li> <li>• Mytab Gas 80 mg (1 time daily) – Blank 2/5 (8:00 PM)</li> <li>• Olanzapine 15 mg Tablet (1 time daily) – Blank 2/5 (8:00 PM)</li> </ul> <p>Individual #19<br/>February 2018<br/>Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries:</p> <ul style="list-style-type: none"> <li>• Alprazolam 1 mg Tablet (2 times daily) – Blank 2/28 (8:00 PM)</li> <li>• Divalproex 250 mg Tablet (1 time daily) – Blank 2/28 (8:00 PM)</li> </ul> <p>Individual #21<br/>February 2018<br/>Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries:</p> <ul style="list-style-type: none"> <li>• Lorazepam 0.5mg Tablet (2 times daily) – Blank 2/28 (8:00 AM and PM)</li> <li>• Ranitidine HCL 150mg Tablet (2 times daily) – Blank 2/28 (3:00 PM)</li> <li>• Trazodone HCL 100mg Tablet (1 time daily) – Blank 2/28 (2:00 PM)</li> </ul> <p>March 2018<br/>Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries:</p> <ul style="list-style-type: none"> <li>• Clonidine HCL 0.1 mg (2 times daily) – Blank 3/4 (3:00 PM)</li> </ul> |  |  |
|--|---|--|--|

|   |   |  |  |
|---|---|--|--|
| <p>individuals to self-administer medication as appropriate; and</p> <p><b>I. Healthcare Requirements for Family Living.</b></p> <p><b>3. B.</b> Adult Nursing Services for medication oversight are required for all surrogate Living Supports- Family Living direct support personnel if the individual has regularly scheduled medication. Adult Nursing services for medication oversight are required for all surrogate Family Living Direct Support Personnel (including substitute care), if the individual has regularly scheduled medication.</p> <p><b>6.</b> Support Living- Family Living Provider Agencies must have written policies and procedures regarding medication(s) delivery and tracking and reporting of medication errors in accordance with DDSD Medication Assessment and Delivery Policy and Procedures, the New Mexico Nurse Practice Act and Board of Pharmacy standards and regulations.</p> <p>a. All twenty-four (24) hour residential home sites serving two (2) or more unrelated individuals must be licensed by the Board of Pharmacy, per current regulations;</p> <p>b. When required by the DDSD Medication Assessment and Delivery Policy, Medication Administration Records (MAR) must be maintained and include:</p> <p>i. The name of the individual, a transcription of the physician's or licensed health care provider's prescription including the brand and generic name of the medication, and diagnosis for which the medication is prescribed;</p> <p>ii. Prescribed dosage, frequency and method/route of administration, times and dates of administration;</p> <p>iii. Initials of the individual administering or assisting with the medication delivery;</p> <p>iv. Explanation of any medication error;</p> | <ul style="list-style-type: none"> <li>• Divalproex Sodium ER 250 mg (3 times daily) – Blank 3/4 (12:00 PM)</li> <li>• Ranitidine HCL 150mg Tablet (2 times daily) – Blank 3/4 and 3/5 (3:00 PM)</li> <li>• Trazodone HCL 100mg Tablet (1 time daily) – Blank 3/4 (2:00 PM)</li> </ul> <p>Individual #23<br/>February 2018<br/>Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries:</p> <ul style="list-style-type: none"> <li>• Sertraline HCL (1 time daily) – Blank 2/23 (8:00 PM)</li> <li>• Colace-Docusate 100 mg (2 times daily) – Blank 2/28 (8:00 PM)</li> </ul> <p>Individual #24<br/>February 2018<br/>Medication Administration Records did not contain the diagnosis for which the medication is prescribed:</p> <ul style="list-style-type: none"> <li>• Docusate 100mg (2 times daily)</li> <li>• Levothyroxine Sodium 50mcg (1 time daily)</li> <li>• Omeprazole 20mg (1 time daily)</li> </ul> <p>March 2018<br/>Medication Administration Records did not contain the diagnosis for which the medication is prescribed:</p> <ul style="list-style-type: none"> <li>• Aripiprazole 15 mg (1 times daily)</li> <li>• Levothyroxine 50 mcg (1 time daily)</li> </ul> |  |  |
|---|---|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>v.Documentation of any allergic reaction or adverse medication effect; and</p> <p>vi.For PRN medication, instructions for the use of the PRN medication must include observable signs/symptoms or circumstances in which the medication is to be used, and documentation of effectiveness of PRN medication administered.</p> <p>c. The Family Living Provider Agency must also maintain a signature page that designates the full name that corresponds to each initial used to document administered or assisted delivery of each dose; and</p> <p>d. Information from the prescribing pharmacy regarding medications must be kept in the home and community inclusion service locations and must include the expected desired outcomes of administering the medication, signs and symptoms of adverse events and interactions with other medications.</p> <p>e. Medication Oversight is optional if the individual resides with their biological family (by affinity or consanguinity). If Medication Oversight is not selected as an Ongoing Nursing Service, all elements of medication administration and oversight are the sole responsibility of the individual and their biological family. Therefore, a monthly medication administration record (MAR) is not required unless the family requests it and continually communicates all medication changes to the provider agency in a timely manner to insure accuracy of the MAR.</p> <p>i. The family must communicate at least annually and as needed for significant change of condition with the agency nurse regarding the current medications and the individual's response to medications for purpose of accurately completing required nursing assessments.</p> |  |  |  |
|--|--|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>ii. As per the DDS Medication Assessment and Delivery Policy and Procedure, paid DSP who are not related by affinity or consanguinity to the individual may not deliver medications to the individual unless they have completed Assisting with Medication Delivery (AWMD) training. DSP may also be under a delegation relationship with a DDW agency nurse or be a Certified Medication Aide (CMA). Where CMAs are used, the agency is responsible for maintaining compliance with New Mexico Board of Nursing requirements.</p> <p>iii. If the substitute care provider is a surrogate (not related by affinity or consanguinity) Medication Oversight must be selected and provided.</p> <p><b>CHAPTER 12 (SL) 2. Service Requirements L. Training and Requirements: 3. Medication Delivery:</b> Supported Living Provider Agencies must have written policies and procedures regarding medication(s) delivery and tracking and reporting of medication errors in accordance with DDS Medication Assessment and Delivery Policy and Procedures, New Mexico Nurse Practice Act, and Board of Pharmacy standards and regulations.</p> <p>a. All twenty-four (24) hour residential home sites serving two (2) or more unrelated individuals must be licensed by the Board of Pharmacy, per current regulations;</p> <p>b. When required by the DDS Medication Assessment and Delivery Policy, Medication Administration Records (MAR) must be maintained and include:</p> <p>i. The name of the individual, a transcription of the physician's or licensed health care provider's prescription including the brand</p> |  |  |  |
|--|--|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>and generic name of the medication, and diagnosis for which the medication is prescribed;</p> <p>ii. Prescribed dosage, frequency and method/route of administration, times and dates of administration;</p> <p>iii. Initials of the individual administering or assisting with the medication delivery;</p> <p>iv. Explanation of any medication error;</p> <p>v. Documentation of any allergic reaction or adverse medication effect; and</p> <p>vi. For PRN medication, instructions for the use of the PRN medication must include observable signs/symptoms or circumstances in which the medication is to be used, and documentation of effectiveness of PRN medication administered.</p> <p>c. The Supported Living Provider Agency must also maintain a signature page that designates the full name that corresponds to each initial used to document administered or assisted delivery of each dose; and</p> <p>d. Information from the prescribing pharmacy regarding medications must be kept in the home and community inclusion service locations and must include the expected desired outcomes of administering the medication, signs, and symptoms of adverse events and interactions with other medications.</p> <p><b>CHAPTER 13 (IMLS) 2. Service Requirements. B.</b> There must be compliance with all policy requirements for Intensive Medical</p> |  |  |  |
|---|--|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>Living Service Providers, including written policy and procedures regarding medication delivery and tracking and reporting of medication errors consistent with the DDSD Medication Delivery Policy and Procedures, relevant Board of Nursing Rules, and Pharmacy Board standards and regulations.</p> <p>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007<br/> <b>CHAPTER 1 II. PROVIDER AGENCY REQUIREMENTS:</b><br/> <b>E. Medication Delivery:</b> Provider Agencies that provide Community Living, Community Inclusion or Private Duty Nursing services shall have written policies and procedures regarding medication(s) delivery and tracking and reporting of medication errors in accordance with DDSD Medication Assessment and Delivery Policy and Procedures, the Board of Nursing Rules and Board of Pharmacy standards and regulations.</p> <p>(2) When required by the DDSD Medication Assessment and Delivery Policy, Medication Administration Records (MAR) shall be maintained and include:</p> <ul style="list-style-type: none"> <li>(a) The name of the individual, a transcription of the physician's written or licensed health care provider's prescription including the brand and generic name of the medication, diagnosis for which the medication is prescribed;</li> <li>(b) Prescribed dosage, frequency and method/route of administration, times and dates of administration;</li> <li>(c) Initials of the individual administering or assisting with the medication;</li> <li>(d) Explanation of any medication irregularity;</li> <li>(e) Documentation of any allergic reaction</li> </ul> |  |  |  |
|--|--|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>or adverse medication effect; and</p> <p>(f) For PRN medication, an explanation for the use of the PRN medication shall include observable signs/symptoms or circumstances in which the medication is to be used, and documentation of effectiveness of PRN medication administered.</p> <p>(3) The Provider Agency shall also maintain a signature page that designates the full name that corresponds to each initial used to document administered or assisted delivery of each dose;</p> <p>(4) MARs are not required for individuals participating in Independent Living who self-administer their own medications;</p> <p>(5) Information from the prescribing pharmacy regarding medications shall be kept in the home and community inclusion service locations and shall include the expected desired outcomes of administering the medication, signs and symptoms of adverse events and interactions with other medications;</p> |  |  |  |
|---|--|--|--|

| <b>Tag # 1A09.1</b><br><b>Medication Delivery</b><br><b>PRN Medication Administration</b>  | <b>Standard Level Deficiency</b>   |   |  |
|--|--|---|--|
| <p><b>NMAC 16.19.11.8 MINIMUM STANDARDS:</b><br/> <b>A. MINIMUM STANDARDS FOR THE DISTRIBUTION, STORAGE, HANDLING AND RECORD KEEPING OF DRUGS:</b><br/> (d) The facility shall have a Medication Administration Record (MAR) documenting medication administered to residents, <b>including over-the-counter medications.</b><br/> This documentation shall include:</p> <ul style="list-style-type: none"> <li>(i) Name of resident;</li> <li>(ii) Date given;</li> <li>(iii) Drug product name;</li> <li>(iv) Dosage and form;</li> <li>(v) Strength of drug;</li> <li>(vi) Route of administration;</li> <li>(vii) How often medication is to be taken;</li> <li>(viii) Time taken and staff initials;</li> <li>(ix) Dates when the medication is discontinued or changed;</li> <li>(x) The name and initials of all staff administering medications.</li> </ul> <p><b>Model Custodial Procedure Manual</b><br/> <b>D. Administration of Drugs</b><br/> Unless otherwise stated by practitioner, patients will not be allowed to administer their own medications.<br/> Document the practitioner's order authorizing the self-administration of medications.</p> <p>All PRN (As needed) medications shall have complete detail instructions regarding the administering of the medication. This shall include:</p> <ul style="list-style-type: none"> <li>➤ symptoms that indicate the use of the medication,</li> <li>➤ exact dosage to be used, and</li> <li>➤ the exact amount to be used in a 24-hour period.</li> </ul> | <p>Medication Administration Records (MAR) were reviewed for the months of February 2018 and March 2018.</p> <p>Based on record review, 2 of 24 individuals had PRN Medication Administration Records (MAR), which contained missing elements as required by standard:</p> <p>Individual #6<br/> February 2018<br/> Medication Administration Records did not contain the circumstance for which the medication is to be used:</p> <ul style="list-style-type: none"> <li>• Banophen 25mg capsule (PRN)</li> <li>• Desitin 13% cream (PRN)</li> </ul> <p>Individual #16<br/> March 2018<br/> Medication Administration Records did not contain the circumstance for which the medication is to be used:</p> <ul style="list-style-type: none"> <li>• New Skin (PRN)</li> </ul> | <p><b>Provider:</b><br/> <b>State your Plan of Correction for the deficiencies cited in this tag here</b> <i>(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?):</i> →</p> <p><b>Provider:</b><br/> <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> <i>(What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?):</i> →</p> |  |

**Department of Health Developmental  
Disabilities Supports Division (DDSD)  
Medication Assessment and Delivery Policy**

**- Eff. November 1, 2006**

**F. PRN Medication**

3. Prior to self-administration, self-administration with physical assist or assisting with delivery of PRN medications, the direct support staff must contact the agency nurse to describe observed symptoms and thus assure that the PRN medication is being used according to instructions given by the ordering PCP. In cases of fever, respiratory distress (including coughing), severe pain, vomiting, diarrhea, change in responsiveness/level of consciousness, the nurse must strongly consider the need to conduct a face-to-face assessment to assure that the PRN does not mask a condition better treated by seeking medical attention. This does not apply to home based/family living settings where the provider is related by affinity or by consanguinity to the individual.

4. The agency nurse shall review the utilization of PRN medications routinely. Frequent or escalating use of PRN medications must be reported to the PCP and discussed by the Interdisciplinary for changes to the overall support plan (see Section H of this policy).

**H. Agency Nurse Monitoring**

1. Regardless of the level of assistance with medication delivery that is required by the individual or the route through which the medication is delivered, the agency nurses must monitor the individual's response to the effects of their routine and PRN medications. The frequency and type of monitoring must be based on the nurse's assessment of the individual and consideration of the individual's

|   |  |  |  |
|---|--|--|--|
| <p>diagnoses, health status, stability, utilization of PRN medications and level of support required by the individual's condition and the skill level and needs of the direct care staff. Nursing monitoring should be based on prudent nursing practice and should support the safety and independence of the individual in the community setting. The health care plan shall reflect the planned monitoring of the individual's response to medication.</p> <p><b>Department of Health Developmental Disabilities Supports Division (DDSD) - Procedure Title:</b><br/> <b>Medication Assessment and Delivery Procedure Eff Date: November 1, 2006</b></p> <p>C. 3. Prior to delivery of the PRN, direct support staff must contact the agency nurse to describe observed symptoms and thus assure that the PRN is being used according to instructions given by the ordering PCP. In cases of fever, respiratory distress (including coughing), severe pain, vomiting, diarrhea, change in responsiveness/level of consciousness, the nurse must strongly consider the need to conduct a face-to-face assessment to assure that the PRN does not mask a condition better treated by seeking medical attention. (References: Psychotropic Medication Use Policy, Section D, page 5 Use of PRN Psychotropic Medications; and, Human Rights Committee Requirements Policy, Section B, page 4 Interventions Requiring Review and Approval – Use of PRN Medications).</p> <p>a. Document conversation with nurse including all reported signs and symptoms, advice given and action taken by staff.</p> <p>4. Document on the MAR each time a PRN medication is used and describe its effect on</p> |  |  |  |
|---|--|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>the individual (e.g., temperature down, vomiting lessened, anxiety increased, the condition is the same, improved, or worsened, etc.).</p> <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>CHAPTER 11 (FL) 1 SCOPE OF SERVICES</b></p> <p><b>A. Living Supports- Family Living Services:</b><br/>The scope of Family Living Services includes, but is not limited to the following as identified by the Interdisciplinary Team (IDT):</p> <p><b>19.</b> Assisting in medication delivery, and related monitoring, in accordance with the DDSD's Medication Assessment and Delivery Policy, New Mexico Nurse Practice Act, and Board of Pharmacy regulations including skill development activities leading to the ability for individuals to self-administer medication as appropriate; and</p> <p><b>I. Healthcare Requirements for Family Living.</b></p> <p><b>3. B.</b> Adult Nursing Services for medication oversight are required for all surrogate Lining Supports- Family Living direct support personnel if the individual has regularly scheduled medication. Adult Nursing services for medication oversight are required for all surrogate Family Living Direct Support Personnel (including substitute care), if the individual has regularly scheduled medication.</p> <p><b>6.</b> Support Living- Family Living Provider Agencies must have written policies and procedures regarding medication(s) delivery and tracking and reporting of medication errors in accordance with DDSD Medication Assessment and Delivery Policy and Procedures, the New Mexico Nurse Practice Act and Board of Pharmacy standards and regulations.</p> <p>f. All twenty-four (24) hour residential home sites serving two (2) or more unrelated individuals must be licensed by the Board of</p> |  |  |  |
|--|--|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>Pharmacy, per current regulations;</p> <p>g. When required by the DDSD Medication Assessment and Delivery Policy, Medication Administration Records (MAR) must be maintained and include:</p> <ul style="list-style-type: none"> <li>i. The name of the individual, a transcription of the physician's or licensed health care provider's prescription including the brand and generic name of the medication, and diagnosis for which the medication is prescribed;</li> <li>ii. Prescribed dosage, frequency and method/route of administration, times and dates of administration;</li> <li>iii. Initials of the individual administering or assisting with the medication delivery;</li> <li>iv. Explanation of any medication error;</li> <li>v. Documentation of any allergic reaction or adverse medication effect; and</li> <li>vi. For PRN medication, instructions for the use of the PRN medication must include observable signs/symptoms or circumstances in which the medication is to be used, and documentation of effectiveness of PRN medication administered.</li> </ul> <p>h. The Family Living Provider Agency must also maintain a signature page that designates the full name that corresponds to each initial used to document administered or assisted delivery of each dose; and</p> <p>i. Information from the prescribing pharmacy regarding medications must be kept in the home and community inclusion service locations and must include the expected desired outcomes of administering the medication, signs and symptoms of adverse events and interactions with other medications.</p> <p>j. Medication Oversight is optional if the individual resides with their biological family</p> |  |  |  |
|---|--|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>(by affinity or consanguinity). If Medication Oversight is not selected as an Ongoing Nursing Service, all elements of medication administration and oversight are the sole responsibility of the individual and their biological family. Therefore, a monthly medication administration record (MAR) is not required unless the family requests it and continually communicates all medication changes to the provider agency in a timely manner to insure accuracy of the MAR.</p> <p>iv. The family must communicate at least annually and as needed for significant change of condition with the agency nurse regarding the current medications and the individual's response to medications for purpose of accurately completing required nursing assessments.</p> <p>v. As per the DDS Medication Assessment and Delivery Policy and Procedure, paid DSP who are not related by affinity or consanguinity to the individual may not deliver medications to the individual unless they have completed Assisting with Medication Delivery (AWMD) training. DSP may also be under a delegation relationship with a DDW agency nurse or be a Certified Medication Aide (CMA). Where CMAs are used, the agency is responsible for maintaining compliance with New Mexico Board of Nursing requirements.</p> <p>vi. If the substitute care provider is a surrogate (not related by affinity or consanguinity) Medication Oversight must be selected and provided.</p> <p><b>CHAPTER 12 (SL) 2. Service Requirements L. Training and Requirements: 3. Medication Delivery:</b> Supported Living Provider Agencies must have written policies and procedures regarding medication(s) delivery and tracking and reporting of medication errors in accordance</p> |  |  |  |
|--|--|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>with DDSD Medication Assessment and Delivery Policy and Procedures, New Mexico Nurse Practice Act, and Board of Pharmacy standards and regulations.</p> <ul style="list-style-type: none"> <li>e. All twenty-four (24) hour residential home sites serving two (2) or more unrelated individuals must be licensed by the Board of Pharmacy, per current regulations;</li> <li>f. When required by the DDSD Medication Assessment and Delivery Policy, Medication Administration Records (MAR) must be maintained and include: <ul style="list-style-type: none"> <li>i. The name of the individual, a transcription of the physician's or licensed health care provider's prescription including the brand and generic name of the medication, and diagnosis for which the medication is prescribed;</li> <li>ii. Prescribed dosage, frequency and method/route of administration, times and dates of administration;</li> <li>iii. Initials of the individual administering or assisting with the medication delivery;</li> <li>iv. Explanation of any medication error;</li> <li>v. Documentation of any allergic reaction or adverse medication effect; and</li> <li>vi. For PRN medication, instructions for the use of the PRN medication must include observable signs/symptoms or circumstances in which the medication is to be used, and documentation of effectiveness of PRN medication administered.</li> </ul> </li> </ul> |  |  |  |
|--|--|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>g. The Supported Living Provider Agency must also maintain a signature page that designates the full name that corresponds to each initial used to document administered or assisted delivery of each dose; and</p> <p>h. Information from the prescribing pharmacy regarding medications must be kept in the home and community inclusion service locations and must include the expected desired outcomes of administering the medication, signs, and symptoms of adverse events and interactions with other medications.</p> <p><b>CHAPTER 13 (IMLS) 2. Service Requirements. B.</b> There must be compliance with all policy requirements for Intensive Medical Living Service Providers, including written policy and procedures regarding medication delivery and tracking and reporting of medication errors consistent with the DDSD Medication Delivery Policy and Procedures, relevant Board of Nursing Rules, and Pharmacy Board standards and regulations.</p> <p>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007</p> <p><b>CHAPTER 1 II. PROVIDER AGENCY REQUIREMENTS:</b> The objective of these standards is to establish Provider Agency policy, procedure and reporting requirements for DD Medicaid Waiver program. These requirements apply to all such Provider Agency staff, whether directly employed or subcontracting with the Provider Agency. Additional Provider Agency requirements and personnel qualifications may be applicable for specific service standards.</p> <p><b>E. Medication Delivery:</b> Provider Agencies that provide Community Living, Community Inclusion or Private Duty Nursing services shall</p> |  |  |  |
|---|--|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>have written policies and procedures regarding medication(s) delivery and tracking and reporting of medication errors in accordance with DDSD Medication Assessment and Delivery Policy and Procedures, the Board of Nursing Rules and Board of Pharmacy standards and regulations.</p> <p>(2) When required by the DDSD Medication Assessment and Delivery Policy, Medication Administration Records (MAR) shall be maintained and include:</p> <ul style="list-style-type: none"> <li>(a) The name of the individual, a transcription of the physician's written or licensed health care provider's prescription including the brand and generic name of the medication, diagnosis for which the medication is prescribed;</li> <li>(b) Prescribed dosage, frequency and method/route of administration, times and dates of administration;</li> <li>(c) Initials of the individual administering or assisting with the medication;</li> <li>(d) Explanation of any medication irregularity;</li> <li>(e) Documentation of any allergic reaction or adverse medication effect; and</li> <li>(f) For PRN medication, an explanation for the use of the PRN medication shall include observable signs/symptoms or circumstances in which the medication is to be used, and documentation of effectiveness of PRN medication administered.</li> </ul> <p>(3) The Provider Agency shall also maintain a signature page that designates the full name that corresponds to each initial used to document administered or assisted delivery of each dose;</p> |  |  |  |
|---|--|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>(4) MARs are not required for individuals participating in Independent Living who self-administer their own medications;</p> <p>(5) Information from the prescribing pharmacy regarding medications shall be kept in the home and community inclusion service locations and shall include the expected desired outcomes of administering the medication, signs and symptoms of adverse events and interactions with other medications;</p> |  |  |  |
|---|--|--|--|

| Tag # 1A15.2 and IS09 / 5I09<br>Healthcare Documentation  | Standard Level Deficiency  |   |  |
|---|--|---|--|
| <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>Chapter 5 (CIES) 3. Agency Requirements</b><br/> <b>H. Consumer Records Policy:</b> All Provider Agencies must maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are required to comply with the DDSD Consumer Records Policy.</p> <p><b>Chapter 6 (CCS) 2. Service Requirements. E.</b><br/> The agency nurse(s) for Customized Community Supports providers must provide the following services: 1. Implementation of pertinent PCP orders; ongoing oversight and monitoring of the individual's health status and medically related supports when receiving this service;</p> <p><b>3. Agency Requirements: Consumer Records Policy:</b> All Provider Agencies shall maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are required to comply with the DDSD Individual Case File Matrix policy.</p> <p><b>Chapter 7 (CIHS) 3. Agency Requirements: E. Consumer Records Policy:</b> All Provider Agencies must maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are required to comply with the DDSD Individual Case File Matrix policy.</p> <p><b>Chapter 11 (FL) 3. Agency Requirements: D. Consumer Records Policy:</b> All Family Living Provider Agencies must maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are required to comply with the DDSD Individual Case File Matrix policy.</p> <p><b>I. Health Care Requirements for Family Living: 5.</b> A nurse employed or contracted by the Family Living Supports provider must complete the e-</p> | <p>Based on record review, the Agency did not maintain the required documentation in the Individuals' Agency Record as required by standard for 2 of 24 individuals.</p> <p>Review of the administrative individual case files revealed the following items were not found, incomplete, and/or not current:</p> <p><b>Special Health Care Needs:</b></p> <ul style="list-style-type: none"> <li>• <i>Nutritional Evaluation</i> <ul style="list-style-type: none"> <li>◦ Individual #11 - As indicated by collateral documentation reviewed, evaluation was completed on 12/20/2016. Follow-up was to be completed in 1 year. No evidence of follow-up found.</li> </ul> </li> <li>• <i>Nutritional Plan</i> <ul style="list-style-type: none"> <li>◦ Individual #15 - As indicated by the IST section of ISP the individual is required to have a plan. No evidence of a plan found.</li> </ul> </li> </ul> | <p><b>Provider:</b><br/> <b>State your Plan of Correction for the deficiencies cited in this tag here</b> (<i>How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?</i>): →</p> <p><b>Provider:</b><br/> <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> (<i>What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?</i>): →</p> |  |

|  |  |  |  |
|--|--|--|--|
| <p>CHAT, the Aspiration Risk Screening Tool, (ARST), and the Medication Administration Assessment Tool (MAAT) and any other assessments deemed appropriate on at least an annual basis for each individual served, upon significant change of clinical condition and upon return from any hospitalizations. In addition, the MAAT must be updated for any significant change of medication regime, change of route that requires delivery by licensed or certified staff, or when an individual has completed training designed to improve their skills to support self-administration.</p> <p>a. For newly-allocated or admitted individuals, assessments are required to be completed within three (3) business days of admission or two (2) weeks following the initial ISP meeting, whichever comes first.</p> <p>b. For individuals already in services, the required assessments are to be completed no more than forty-five (45) calendar days and at least fourteen (14) calendar days prior to the annual ISP meeting.</p> <p>c. Assessments must be updated within three (3) business days following any significant change of clinical condition and within three (3) business days following return from hospitalization.</p> <p>d. Other nursing assessments conducted to determine current health status or to evaluate a change in clinical condition must be documented in a signed progress note that includes time and date as well as subjective information including the individual complaints, signs and symptoms noted by staff, family members or other team members; objective information including vital signs, physical examination, weight, and other pertinent data for the given situation (e.g., seizure frequency, method in which temperature taken); assessment of the clinical status, and plan of</p> |  |  |  |
|--|--|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>action addressing relevant aspects of all active health problems and follow up on any recommendations of medical consultants.</p> <p>e. Develop any urgently needed interim Healthcare Plans or MERPs per DDS policy pending authorization of ongoing Adult Nursing services as indicated by health status and individual/guardian choice.</p> <p><b>Chapter 12 (SL) 3. Agency Requirements:</b><br/> <b>D. Consumer Records Policy:</b> All Living Supports- Supported Living Provider Agencies must maintain at the administrative office a confidential case file for each individual. Provider agency case files for individuals are required to comply with the DDS Individual Case File Matrix policy.<br/> <b>2. Service Requirements. L. Training and Requirements. 5. Health Related Documentation:</b> For each individual receiving Living Supports- Supported Living, the provider agency must ensure and document the following:</p> <p>a. That an individual with chronic condition(s) with the potential to exacerbate into a life threatening condition, has a MERP developed by a licensed nurse or other appropriate professional according to the DDS Medical Emergency Response Plan Policy, that DSP have been trained to implement such plan(s), and ensure that a copy of such plan(s) are readily available to DSP in the home;</p> <p>b. That an average of five (5) hours of documented nutritional counseling is available annually, if recommended by the IDT and clinically indicated;</p> <p>c. That the nurse has completed legible and signed progress notes with date and time indicated that describe all interventions or interactions conducted with individuals served, as well as all interactions with other healthcare providers serving the individual. All interactions must be documented whether they occur by phone or in</p> |  |  |  |
|---|--|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>person; and</p> <p>d. Document for each individual that:</p> <ul style="list-style-type: none"> <li>i. The individual has a Primary Care Provider (PCP);</li> <li>ii. The individual receives an annual physical examination and other examinations as specified by a PCP;</li> <li>iii. The individual receives annual dental check-ups and other check-ups as specified by a licensed dentist;</li> <li>iv. The individual receives a hearing test as specified by a licensed audiologist;</li> <li>v. The individual receives eye examinations as specified by a licensed optometrist or ophthalmologist; and</li> <li>vi. Agency activities occur as required for follow-up activities to medical appointments (e.g. treatment, visits to specialists, and changes in medication or daily routine).</li> <li>vii. The agency nurse will provide the individual's team with a semi-annual nursing report that discusses the services provided and the status of the individual in the last six (6) months. This may be provided electronically or in paper format to the team no later than (2) weeks prior to the ISP and semi-annually.</li> <li>f. The Supported Living Provider Agency must ensure that activities conducted by agency nurses comply with the roles and responsibilities identified in these standards.</li> </ul> <p><b>Chapter 13 (IMLS) 2. Service Requirements:</b><br/> C. Documents to be maintained in the agency administrative office, include:<br/> A. All assessments completed by the agency nurse, including the Intensive Medical Living</p> |  |  |  |
|--|--|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>Eligibility Parameters tool; for e-CHAT a printed copy of the current e-CHAT summary report shall suffice;</p> <p>F. Annual physical exams and annual dental exams (not applicable for short term stays);</p> <p>G. Tri-annual vision exam (Not applicable for short term stays. See Medicaid policy 8.310.6 for allowable exceptions for more frequent vision exam);</p> <p>H. Audiology/hearing exam as applicable (Not applicable for short term stays; See Medicaid policy 8.324.6 for applicable requirements);</p> <p>I. All other evaluations called for in the ISP for which the Services provider is responsible to arrange;</p> <p>J. Medical screening, tests and lab results (for short term stays, only those which occur during the period of the stay);</p> <p>L. Record of medical and dental appointments, including any treatment provided (for short term stays, only those appointments that occur during the stay);</p> <p>O. Semi-annual ISP progress reports and MERP reviews (not applicable for short term stays);</p> <p>P. Quarterly nursing summary reports (not applicable for short term stays);</p> <p><b>NMAC 8.302.1.17 RECORD KEEPING AND DOCUMENTATION REQUIREMENTS:</b> A provider must maintain all the records necessary to fully disclose the nature, quality, amount and medical necessity of services furnished to an eligible recipient who is currently receiving or who has received services in the past.</p> <p><b>B. Documentation of test results:</b> Results of tests and services must be documented, which</p> |  |  |  |
|---|--|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>includes results of laboratory and radiology procedures or progress following therapy or treatment.</p> <p><b>Department of Health Developmental Disabilities Supports Division Policy. Medical Emergency Response Plan Policy MERP-001 eff.8/1/2010</b></p> <p>F. The MERP shall be written in clear, jargon free language and include at a minimum the following information:</p> <ol style="list-style-type: none"> <li>1. A brief, simple description of the condition or illness.</li> <li>2. A brief description of the most likely life threatening complications that might occur and what those complications may look like to an observer.</li> <li>3. A concise list of the most important measures that may prevent the life threatening complication from occurring (e.g., avoiding allergens that trigger an asthma attack or making sure the person with diabetes has snacks with them to avoid hypoglycemia).</li> <li>4. Clear, jargon free, step-by-step instructions regarding the actions to be taken by direct support personnel (DSP) and/or others to intervene in the emergency, including criteria for when to call 911.</li> <li>5. Emergency contacts with phone numbers.</li> <li>6. Reference to whether the individual has advance directives or not, and if so, where the advance directives are located.</li> </ol> <p>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007</p> <p><b>CHAPTER 1 II. PROVIDER AGENCY REQUIREMENTS: D. Provider Agency Case File for the Individual:</b> All Provider Agencies shall maintain at the administrative office a confidential case file for each individual. Case records belong to the individual receiving services and copies shall be provided to the receiving agency whenever an individual changes providers. The record must</p> |  |  |  |
|--|--|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>also be made available for review when requested by DOH, HSD or federal government representatives for oversight purposes. The individual's case file shall include the following requirements...1, 2, 3, 4, 5, 6, 7, 8,</p> <p><b>CHAPTER 1. III. PROVIDER AGENCY DOCUMENTATION OF SERVICE DELIVERY AND LOCATION - Healthcare Documentation by Nurses For Community Living Services, Community Inclusion Services and Private Duty Nursing Services: Chapter 1. III. E. (1 - 4)</b></p> <p><b>(1) Documentation of nursing assessment activities (2) Health related plans and (4) General Nursing Documentation</b></p> <p>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007</p> <p><b>CHAPTER 5 IV. COMMUNITY INCLUSION SERVICES PROVIDER AGENCY REQUIREMENTS B. IDT Coordination</b></p> <p>(2) Coordinate with the IDT to ensure that each individual participating in Community Inclusion Services who has a score of 4, 5, or 6 on the HAT has a Health Care Plan developed by a licensed nurse, and if applicable, a Crisis Prevention/Intervention Plan.</p> |  |  |  |
|---|--|--|--|

| Tag # 1A31 Client Rights/Human Rights  | Standard Level Deficiency  |   |  |
|--|--|---|--|
| <p><b>7.26.3.11 RESTRICTIONS OR LIMITATION OF CLIENT'S RIGHTS:</b></p> <p>A. A service provider shall not restrict or limit a client's rights except:</p> <p>(1) where the restriction or limitation is allowed in an emergency and is necessary to prevent imminent risk of physical harm to the client or another person; or</p> <p>(2) where the interdisciplinary team has determined that the client's limited capacity to exercise the right threatens his or her physical safety; or</p> <p>(3) as provided for in Section 10.1.14 [now Subsection N of 7.26.3.10 NMAC].</p> <p>B. Any emergency intervention to prevent physical harm shall be reasonable to prevent harm, shall be the least restrictive intervention necessary to meet the emergency, shall be allowed no longer than necessary and shall be subject to interdisciplinary team (IDT) review. The IDT upon completion of its review may refer its findings to the office of quality assurance. The emergency intervention may be subject to review by the service provider's behavioral support committee or human rights committee in accordance with the behavioral support policies or other department regulation or policy.</p> <p>C. The service provider may adopt reasonable program policies of general applicability to clients served by that service provider that do not violate client rights. [09/12/94; 01/15/97; Recompiled 10/31/01]</p> <p><b>Long Term Services Division</b><br/> <b>Policy Title: Human Rights Committee Requirements Eff Date: March 1, 2003</b><br/> <b>IV. POLICY STATEMENT - Human Rights</b><br/> Committees are required for residential service provider agencies. The purpose of these committees with respect to the provision of</p> | <p>Based on record review, the Agency did not ensure the rights of Individuals was not restricted or limited for 1 of 24 Individuals.</p> <p>A review of Agency Individual files indicated Human Rights Committee Approval was required for restrictions.</p> <p>No documentation was found regarding Human Rights Approval for the following:</p> <ul style="list-style-type: none"> <li>• Restriction of calling 242-Cops. (Individual #13) No evidence found of Human Rights Committee approval.</li> </ul> | <p><b>Provider:</b><br/> <b>State your Plan of Correction for the deficiencies cited in this tag here (How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?):</b> →</p> <p><b>Provider:</b><br/> <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here (What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?):</b> →</p> |  |

|  |  |  |  |
|--|--|--|--|
| <p>Behavior Supports is to review and monitor the implementation of certain Behavior Support Plans.</p> <p>Human Rights Committees may not approve any of the interventions specifically prohibited in the following policies:</p> <ul style="list-style-type: none"> <li>• Aversive Intervention Prohibitions</li> <li>• Psychotropic Medications Use</li> <li>• Behavioral Support Service Provision.</li> </ul> <p>A Human Rights Committee may also serve other agency functions as appropriate, such as the review of internal policies on sexuality and incident management follow-up.</p> <p><b>A. HUMAN RIGHTS COMMITTEE ROLE IN BEHAVIOR SUPPORTS</b></p> <p>Only those Behavior Support Plans with an aversive intervention included as part of the plan or associated Crisis Intervention Plan need to be reviewed prior to implementation. Plans not containing aversive interventions do not require Human Rights Committee review or approval.</p> <p>2. The Human Rights Committee will determine and adopt a written policy stating the frequency and purpose of meetings. Behavior Support Plans approved by the Human Rights Committee will be reviewed at least quarterly.</p> <p>3. Records, including minutes of all meetings will be retained at the agency with primary responsibility for implementation for at least five years from the completion of each individual's Individual Service Plan.</p> <p><b>Department of Health Developmental Disabilities Supports Division (DDSD) - Procedure Title: Medication Assessment and Delivery Procedure Eff Date: November 1, 2006</b></p> <p><b>B. 1. e.</b> If the PRN medication is to be used in response to psychiatric and/or behavioral symptoms in addition to the above</p> |  |  |  |
|--|--|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>requirements, obtain current written consent from the individual, guardian or surrogate health decision maker and submit for review by the agency's Human Rights Committee (References: Psychotropic Medication Use Policy, Section D, page 5 Use of PRN Psychotropic Medications; and, Human Rights Committee Requirements Policy, Section B, page 4 Interventions Requiring Review and Approval – Use of PRN Medications).</p> |  |  |  |
|---|--|--|--|

| Tag # LS25 / 6L25 Residential Health and Safety (SL/FL)   | Standard Level Deficiency  |   |  |
|---|--|---|--|
| <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>CHAPTER 11 (FL) Living Supports – Family Living Agency Requirements G. Residence Requirements for Living Supports- Family Living Services:</b> 1. Family Living Services providers must assure that each individual's residence is maintained to be clean, safe and comfortable and accommodates the individuals' daily living, social and leisure activities. In addition, the residence must:</p> <p>a. Maintain basic utilities, i.e., gas, power, water and telephone;</p> <p>b. Provide environmental accommodations and assistive technology devices in the residence including modifications to the bathroom (i.e., shower chairs, grab bars, walk in shower, raised toilets, etc.) based on the unique needs of the individual in consultation with the IDT;</p> <p>c. Have a battery operated or electric smoke detectors, carbon monoxide detectors, fire extinguisher, or a sprinkler system;</p> <p>d. Have a general-purpose first aid kit;</p> <p>e. Allow at a maximum of two (2) individuals to share, with mutual consent, a bedroom and each individual has the right to have his or her own bed;</p> <p>f. Have accessible written documentation of actual evacuation drills occurring at least three (3) times a year;</p> <p>g. Have accessible written procedures for the safe storage of all medications with dispensing instructions for each individual that are consistent with the Assisting with Medication Delivery training or each individual's ISP; and</p> <p>h. Have accessible written procedures for</p> | <p>Based on observation, the Agency did not ensure that each individuals' residence met all requirements within the standard for 12 of 17 Supported Living and Family Living residences.</p> <p>Review of the residential records and observation of the residence revealed the following items were not found, not functioning or incomplete:</p> <p><b>Supported Living Requirements:</b></p> <ul style="list-style-type: none"> <li>• Water temperature in home does not exceed safe temperature (110° F) <ul style="list-style-type: none"> <li>➢ Water temperature in home measured 117.5° F (#6, 23)</li> <li>➢ Water temperature in home measured 113.1° F (#5, 7)</li> </ul> </li> <li>• Accessible written procedures for emergency evacuation e.g. fire and weather-related threats (#19)</li> </ul> <p><b>Family Living Requirements:</b></p> <ul style="list-style-type: none"> <li>• General-purpose first aid kit (#9, 12)</li> <li>• Accessible written procedures for emergency evacuation e.g. fire and weather-related threats (#4, 14)</li> <li>• Accessible written procedures for the safe storage of all medications with dispensing instructions for each individual that are consistent with the Assisting with Medication Administration training or each individual's ISP (#1, 2, 4, 9, 11, 12, 14, 17, 18)</li> </ul> | <p><b>Provider:</b><br/> <b>State your Plan of Correction for the deficiencies cited in this tag here</b> <i>(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?):</i> →</p> <p><b>Provider:</b><br/> <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> <i>(What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?):</i> →</p> |  |

|   |  |  |  |
|---|--|--|--|
| <p>emergency placement and relocation of individuals in the event of an emergency evacuation that makes the residence unsuitable for occupancy. The emergency evacuation procedures must address, but are not limited to, fire, chemical and/or hazardous waste spills, and flooding.</p> <p><b>CHAPTER 12 (SL) Living Supports – Supported Living Agency Requirements G. Residence Requirements for Living Supports- Supported Living Services:</b> 1. Supported Living Provider Agencies must assure that each individual's residence is maintained to be clean, safe, and comfortable and accommodates the individual's daily living, social, and leisure activities. In addition, the residence must:</p> <ul style="list-style-type: none"> <li>a. Maintain basic utilities, i.e., gas, power, water, and telephone;</li> <li>b. Provide environmental accommodations and assistive technology devices in the residence including modifications to the bathroom (i.e., shower chairs, grab bars, walk in shower, raised toilets, etc.) based on the unique needs of the individual in consultation with the IDT;</li> <li>c. Ensure water temperature in home does not exceed safe temperature (110° F);</li> <li>d. Have a battery operated or electric smoke detectors and carbon monoxide detectors, fire extinguisher, or a sprinkler system;</li> <li>e. Have a general-purpose First Aid kit;</li> <li>f. Allow at a maximum of two (2) individuals to share, with mutual consent, a bedroom and each individual has the right to have his or her own bed;</li> <li>g. Have accessible written documentation of actual evacuation drills occurring at least three (3) times a year. For Supported Living evacuation drills must occur at least once a</li> </ul> |  |  |  |
|---|--|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>year during each shift;</p> <p>h. Have accessible written procedures for the safe storage of all medications with dispensing instructions for each individual that are consistent with the Assisting with Medication Delivery training or each individual's ISP; and</p> <p>i. Have accessible written procedures for emergency placement and relocation of individuals in the event of an emergency evacuation that makes the residence unsuitable for occupancy. The emergency evacuation procedures must address, but are not limited to, fire, chemical and/or hazardous waste spills, and flooding.</p> <p><b>CHAPTER 13 (IMLS) 2. Service Requirements</b><br/> <b>R. Staff Qualifications: 3. Supervisor Qualifications And Requirements:</b></p> <p>S Each residence shall include operable safety equipment, including but not limited to, an operable smoke detector or sprinkler system, a carbon monoxide detector if any natural gas appliance or heating is used, fire extinguisher, general purpose first aid kit, written procedures for emergency evacuation due to fire or other emergency and documentation of evacuation drills occurring at least annually during each shift, phone number for poison control within line of site of the telephone, basic utilities, general household appliances, kitchen and dining utensils, adequate food and drink for three meals per day, proper food storage, and cleaning supplies.</p> <p>T Each residence shall have a blood borne pathogens kit as applicable to the residents' health status, personal protection equipment, and any ordered or required medical supplies shall also be available in the home.</p> |  |  |  |
|---|--|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>U If not medically contraindicated, and with mutual consent, up to two (2) individuals may share a single bedroom. Each individual shall have their own bed. All bedrooms shall have doors that may be closed for privacy. Individuals have the right to decorate their bedroom in a style of their choosing consistent with safe and sanitary living conditions.</p> <p>V For residences with more than two (2) residents, there shall be at least two (2) bathrooms. Toilets, tubs/showers used by the individuals shall provide for privacy and be designed or adapted for the safe provision of personal care. Water temperature shall be maintained at a safe level to prevent injury and ensure comfort and shall not exceed one hundred ten (110) degrees.</p> |  |  |  |
|--|--|--|--|

| Standard of Care   | Deficiencies   | Agency Plan of Correction, On-going QA/QI and Responsible Party   | Date Due |
|--|--|---|----------|
| <b>Service Domain: Medicaid Billing/Reimbursement</b> – State financial oversight exists to assure that claims are coded and paid for in accordance with the reimbursement methodology specified in the approved waiver.   |  |   |          |
| <b>Tag # 5144</b><br><b>Adult Habilitation Reimbursement</b>   | <b>Standard Level Deficiency</b>   |   |          |
| <p>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007<br/><b>CHAPTER 1 III. PROVIDER AGENCY DOCUMENTATION OF SERVICE DELIVERY AND LOCATION</b></p> <p><b>A. General:</b> All Provider Agencies shall maintain all records necessary to fully disclose the service, quality, quantity and clinical necessity furnished to individuals who are currently receiving services. The Provider Agency records shall be sufficiently detailed to substantiate the date, time, individual name, servicing Provider Agency, level of services, and length of a session of service billed.</p> <p><b>B. Billable Units:</b> The documentation of the billable time spent with an individual shall be kept on the written or electronic record that is prepared prior to a request for reimbursement from the HSD. For each unit billed, the record shall contain the following:</p> <ol style="list-style-type: none"> <li>(1) Date, start and end time of each service encounter or other billable service interval;</li> <li>(2) A description of what occurred during the encounter or service interval; and</li> <li>(3) The signature or authenticated name of staff providing the service.</li> </ol> <p>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007<br/><b>CHAPTER 5 XVI. REIMBURSEMENT</b></p> <p><b>A. Billable Unit.</b> A billable unit for Adult Habilitation Services is in 15-minute increments hour. The rate is based on the individual's level of care.</p> <p><b>B. Billable Activities:</b></p> | <p>Based on record review, the Agency did not provide written or electronic documentation as evidence for each unit billed for Adult Habilitation Services for 3 of 3 individuals.</p> <p>Individual #4<br/>December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 240 units of Adult Habilitation (T2021 U1) from 12/3/2017 through 12/16/2017. Documentation received accounted for 82 units.</li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 216 units of Adult Habilitation (T2021 U1) from 12/3/2017 through 12/16/2017. Documentation received accounted for 174 units.</li> </ul> <p>Individual #16<br/>November 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 208 units of Adult Habilitation (T2021 U4) from 11/19/2017 through 11/30/2017. Documentation received accounted for 192 units.</li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 260 units of Adult Habilitation (T2021 U4) from 1/14/2018 through 1/27/2018. Documentation received accounted for 168 units.</li> </ul> <p>Individual #19<br/>November 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 232 units of Adult Habilitation (T2021 U1) from 11/5/2017</li> </ul> | <p><b>Provider:</b><br/><b>State your Plan of Correction for the deficiencies cited in this tag here</b> (How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?): →</p> <p><b>Provider:</b><br/><b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> (What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?): →</p> |          |

|  |   |  |  |
|--|---|--|--|
| <p>(1) The Community Inclusion Provider Agency can bill for those activities listed and described on the ISP and within the Scope of Service. Partial units are allowable. Billable units are face-to-face, except that Adult Habilitation services may be non- face-to-face under the following conditions: (a) Time that is non face-to-face is documented separately and clearly identified as to the nature of the activity; and(b) Non face-to-face hours do not exceed 5% of the monthly billable hours.</p> <p>(2) Adult Habilitation Services can be provided with any other services, insofar as the services are not reported for the same hours on the same day, except that Therapy Services and Case Management may be provided and billed for the same hours</p> <p><b>NMAC 8.302.1.17 Effective Date 9-15-08 Record Keeping and Documentation Requirements</b> - A provider must maintain all the records necessary to fully disclose the nature, quality, amount and medical necessity of services furnished to an eligible recipient who is currently receiving or who has received services in the past.</p> <p><b>Detail Required in Records</b> - Provider Records must be sufficiently detailed to substantiate the date, time, eligible recipient name, rendering, attending, ordering or prescribing provider; level and quantity of services, length of a session of service billed, diagnosis and medical necessity of any service . . . Treatment plans or other plans of care must be sufficiently detailed to substantiate the level of need, supervision, and direction and service(s) needed by the eligible recipient.</p> <p><b>Services Billed by Units of Time</b> - Services billed on the basis of time units spent with an eligible recipient must be sufficiently detailed to document the actual time spent with the eligible recipient and the services provided</p> | <p>through 11/18/2017. Documentation received accounted for 158 units.</p> <ul style="list-style-type: none"> <li>• The Agency billed 232 units of Adult Habilitation (T2021 U1) from 11/19/2017 through 12/2/2017. Documentation received accounted for 120 units.</li> </ul> <p>December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 224 units of Adult Habilitation (T2021 U1) from 12/17/2017 through 12/30/2017. Documentation received accounted for 94 units.</li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 208 units of Adult Habilitation (T2021 U1) from 1/1/2018 through 1/13/2018. Documentation received accounted for 140 units.</li> <li>• The Agency billed 240 units of Adult Habilitation (T2021 U1) from 1/14/2018 through 1/27/2018. Documentation received accounted for 130 units.</li> </ul> |  |  |
|--|---|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>during that time unit.</p> <p><b>Records Retention</b> - A provider who receives payment for treatment, services or goods must retain all medical and business records relating to any of the following for a period of at least six years from the payment date:</p> <ul style="list-style-type: none"><li>(1) treatment or care of any eligible recipient</li><li>(2) services or goods provided to any eligible recipient</li><li>(3) amounts paid by MAD on behalf of any eligible recipient; and</li><li>(4) any records required by MAD for the administration of Medicaid.</li></ul> |  |  |  |
|--|--|--|--|

| Tag # IS30<br>Customized Community Supports<br>Reimbursement  | Standard Level Deficiency   |   |           |
|---|---|---|-----------|
| <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>CHAPTER 6 (CCS) 4. REIMBURSEMENT</b></p> <p><b>A. Required Records:</b> Customized Community Supports Services Provider Agencies must maintain all records necessary to fully disclose the type, quality, quantity and clinical necessity of services furnished to individuals who are currently receiving services. Customized Community Supports Services Provider Agency records must be sufficiently detailed to substantiate the date, time, individual name, servicing provider, nature of services, and length of a session of service billed. Providers are required to comply with the New Mexico Human Services Department Billing Regulations.</p> <p><b>B. Billable Unit:</b></p> <ol style="list-style-type: none"> <li>1. The billable unit for Individual Customized Community Supports is a fifteen (15) minute unit.</li> <li>2. The billable unit for Community Inclusion Aide is a fifteen (15) minute unit.</li> <li>3. The billable unit for Group Customized Community Supports is a fifteen (15) minute unit, with the rate category based on the NM DDW group assignment.</li> <li>4. The time at home is intermittent or brief; e.g. one hour time period for lunch and/or change of clothes. The Provider Agency may bill for providing this support under Customized Community Supports without prior approval from DDSD.</li> <li>5. The billable unit for Individual Intensive Behavioral Customized Community Supports is a fifteen (15) minute unit.</li> <li>6. The billable unit for Fiscal Management for</li> </ol> | <p>Based on record review, the Agency did not provide written or electronic documentation as evidence for each unit billed for Customized Community Supports for 6 of 11 individuals.</p> <p>Individual #2<br/>November/December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 242 units of Customized Community Supports (Group) (T2021 HB U8) from 11/19/2017 through 12/2/2017. Documentation received accounted for 218 units.</li> </ul> <p>Individual #6<br/>November 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 100 units of Customized Community Supports (Individual) (H2021 HB U1) from 11/5/2017 through 11/18/2017. No documentation was found for 11/5/2017 through 11/18/2017 to justify the 100 units billed.</li> <li>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 11/19/2017 through 12/2/2017. No documentation was found for 11/19/2017 through 12/2/2017 to justify the 120 units billed.</li> </ul> <p>December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 160 units of Customized Community Supports (Individual) (H2021 HB U1) from 12/3/2017 through 12/16/2017. No documentation was found for 12/3/2017 through 12/16/2017 to justify the 160 units billed.</li> <li>• The Agency billed 100 units of Customized Community Supports (Individual) (H2021 HB</li> </ul> | <p><b>Provider:</b><br/><b>State your Plan of Correction for the deficiencies cited in this tag here</b> (<i>How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?</i>): →</p> <p><b>Provider:</b><br/><b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> (<i>What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?</i>): →</p> | <p>  </p> |

|  |  |  |  |
|--|--|--|--|
| <p>Adult Education is one dollar per unit including a 10% administrative processing fee.</p> <p>7. The billable units for Adult Nursing Services are addressed in the Adult Nursing Services Chapter.</p> <p><b>C. Billable Activities:</b><br/>All DSP activities that are:</p> <ul style="list-style-type: none"> <li>a. Provided face to face with the individual;</li> <li>b. Described in the individual's approved ISP;</li> <li>c. Provided in accordance with the Scope of Services; and</li> <li>d. Activities included in billable services, activities or situations.</li> </ul> <p>Purchase of tuition, fees, and/or related materials associated with adult education opportunities as related to the ISP Action Plan and Outcomes, not to exceed \$550 including administrative processing fee.</p> <p>Therapy Services, Behavioral Support Consultation (BSC), and Case Management may be provided and billed for the same hours, on the same dates of service as Customized Community Supports</p> <p><b>NMAC 8.302.1.17 Effective Date 9-15-08 Record Keeping and Documentation Requirements</b> - A provider must maintain all the records necessary to fully disclose the nature, quality, amount and medical necessity of services furnished to an eligible recipient who is currently receiving or who has received services in the past.</p> <p><b>Detail Required in Records</b> - Provider Records</p> | <p>U1) from 12/17/2017 through 12/30/2017. No documentation was found for 12/17/2017 through 12/30/2017 to justify the 100 units billed.</p> <p>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 140 units of Customized Community Supports (Individual) (H2021 HB U1) from 1/1/2018 through 1/13/2018. No documentation was found for 1/1/2018 through 1/30/2018 to justify the 140 units billed.</li> <li>• The Agency billed 100 units of Customized Community Supports (Individual) (H2021 HB U1) from 1/14/2018 through 1/27/2018. No documentation was found for 1/14/2018 through 1/27/2018 to justify the 100 units billed.</li> </ul> <p>Individual #7<br/>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 90 units of Customized Community Supports (Individual) (H2021 HB UA) from 1/8/2018 through 1/10/2018. Documentation received accounted for 72 units.</li> <li>• The Agency billed 120 units of Customized Community Supports (Group) (T2021 HB U8) from 1/1/2018 through 1/5/2017. Documentation received accounted for 116 units.</li> </ul> <p>Individual #9<br/>December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 120 units of Customized Community Supports (Group) (T2021 HB U8) from 12/3/2017 through 12/16/2017. Documentation received accounted for 96 units.</li> </ul> |  |  |
|--|--|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>must be sufficiently detailed to substantiate the date, time, eligible recipient name, rendering, attending, ordering or prescribing provider; level and quantity of services, length of a session of service billed, diagnosis and medical necessity of any service . . . Treatment plans or other plans of care must be sufficiently detailed to substantiate the level of need, supervision, and direction and service(s) needed by the eligible recipient.</p> <p><b>Services Billed by Units of Time -</b><br/>Services billed on the basis of time units spent with an eligible recipient must be sufficiently detailed to document the actual time spent with the eligible recipient and the services provided during that time unit.</p> <p><b>Records Retention -</b> A provider who receives payment for treatment, services or goods must retain all medical and business records relating to any of the following for a period of at least six years from the payment date:<br/> (1) treatment or care of any eligible recipient<br/> (2) services or goods provided to any eligible recipient<br/> (3) amounts paid by MAD on behalf of any eligible recipient; and<br/> (4) any records required by MAD for the administration of Medicaid.</p> | <p>January 2018</p> <ul style="list-style-type: none"> <li>The Agency billed 180 units of Customized Community Supports (Group) (T2021 HB U8) from 1/14/2018 through 1/27/2018. Documentation received accounted for 168 units.</li> </ul> <p>Individual #14<br/>November 2017</p> <ul style="list-style-type: none"> <li>The Agency billed 175 units of Customized Community Supports (Group) (T2021 HB U9) from 11/5/2017 through 11/18/2017. Documentation received accounted for 130 units.</li> </ul> <p>December 2017</p> <ul style="list-style-type: none"> <li>The Agency billed 140 units of Customized Community Supports (Group) (T2021 HB U9) from 12/3/2017 through 12/16/2017. Documentation received accounted for 120 units.</li> <li>The Agency billed 180 units of Customized Community Supports (Group) (T2021 HB U9) from 12/17/2017 through 12/30/2017. Documentation received accounted for 140 units.</li> </ul> <p>Individual #21<br/>November 2017</p> <ul style="list-style-type: none"> <li>The Agency billed 168 units of Customized Community Supports (Group) (T2021 HB U9) from 11/19/2017 through 12/2/2017. Documentation received accounted for 52 units.</li> </ul> <p>December 2018</p> <ul style="list-style-type: none"> <li>The Agency billed 180 units of Customized Community Supports (Group) (T2021 HB U9) from 12/3/2017 through 12/16/2017. Documentation received accounted for 96 units.</li> </ul> |  |  |
|--|--|--|--|

January 2018

- The Agency billed 224 units of Customized Community Supports (Group) (T2021 HB U9) from 1/14/2018 through 1/27/2018. Documentation received accounted for 204 units.

| <b>Tag # LS26 / 6L26</b><br><b>Supported Living Reimbursement <i>Upheld</i></b><br><b><i>by IRF</i></b>  | <b>Standard Level Deficiency</b>  |   |  |
|--|---|---|--|
| <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>CHAPTER 12 (SL) 4. REIMBURSEMENT</b></p> <p><b>A.</b> Supported Living Provider Agencies must maintain all records necessary to fully disclose the type, quality, quantity, and clinical necessity of services furnished to individuals who are currently receiving services. The Supported Living Provider Agency records must be sufficiently detailed to substantiate the date, time, individual name, servicing provider, nature of services, and length of a session of service billed. Providers are required to comply with the Human Services Department Billing Regulations.</p> <p>a. The rate for Supported Living is based on categories associated with each individual's NM DDW Group; and</p> <p>b. A non-ambulatory stipend is available for those who meet assessed need requirements.</p> <p><b>B. Billable Units:</b></p> <p>1. The billable unit for Supported Living is based on a daily rate. A day is considered 24 hours from midnight to midnight. If 12 or less hours of service are provided then one half unit shall be billed. A whole unit can be billed if more than 12 hours of service is provided during a 24 hour period.</p> <p>2. The maximum allowable billable units cannot exceed three hundred forty (340) calendar days per ISP year or one hundred seventy (170) calendar days per six (6) months.</p> | <p>Based on record review, the Agency did not provide written or electronic documentation as evidence for each unit billed for Supported Living Services for 3 of 8 individuals.</p> <p>Individual #21<br/>November 2017</p> <ul style="list-style-type: none"> <li>The Agency billed 1 unit of Supported Living (T2016 HB U6) on 11/13/2017. Documentation received accounted for .5 units.</li> <li>The Agency billed 1 unit of Supported Living (T2016 HB U6) on 11/16/2017. Documentation received accounted for .5 units.</li> <li>The Agency billed 1 unit of Supported Living (T2016 HB U6) on 11/17/2017. Documentation received accounted for .5 units.</li> </ul> <p>December 2017</p> <ul style="list-style-type: none"> <li>The Agency billed 1 unit of Supported Living (T2016 HB U6) on 12/12/2017. Documentation received accounted for .5 units.</li> <li>The Agency billed 1 unit of Supported Living (T2016 HB U6) on 12/25/2017. Documentation received accounted for .5 units.</li> <li>The Agency billed 1 unit of Supported Living (T2016 HB U6) on 12/28/2017. Documentation received accounted for .5 units.</li> </ul> | <p><b>Provider:</b><br/><b>State your Plan of Correction for the deficiencies cited in this tag here</b> (<i>How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?</i>): →</p> <p><b>Provider:</b><br/><b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> (<i>What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?</i>): →</p> |  |

|   |   |  |  |
|---|---|--|--|
| <p><b>C. Billable Activities:</b></p> <p>1. Billable activities shall include any activities which DSP provides in accordance with the Scope of Services for Living Supports which are not listed in non-billable services, activities, or situations below.</p> <p><b>NMAC 8.302.1.17 Effective Date 9-15-08 Record Keeping and Documentation Requirements</b> - A provider must maintain all the records necessary to fully disclose the nature, quality, amount and medical necessity of services furnished to an eligible recipient who is currently receiving or who has received services in the past.</p> <p><b>Detail Required in Records</b> - Provider Records must be sufficiently detailed to substantiate the date, time, eligible recipient name, rendering, attending, ordering or prescribing provider; level and quantity of services, length of a session of service billed, diagnosis and medical necessity of any service . . . Treatment plans or other plans of care must be sufficiently detailed to substantiate the level of need, supervision, and direction and service(s) needed by the eligible recipient.</p> <p><b>Services Billed by Units of Time</b> - Services billed on the basis of time units spent with an eligible recipient must be sufficiently detailed to document the actual time spent with the eligible recipient and the services provided during that time unit.</p> <p><b>Records Retention</b> - A provider who receives payment for treatment, services or goods must retain all medical and business records relating to any of the following for a period of at least six years from the payment date:</p> <p>(1) treatment or care of any eligible recipient<br/> (2) services or goods provided to any eligible recipient</p> | <p>January 2018</p> <ul style="list-style-type: none"> <li>The Agency billed 1 unit of Supported Living (T2016 HB U6) on 1/22/2018. Documentation received accounted for .5 units.</li> </ul> <p>Individual #22</p> <p>November 2017</p> <ul style="list-style-type: none"> <li>The Agency billed 1 unit of Supported Living (T2016 HB U6) on 11/1/2017. Documentation received accounted for .5 units.</li> </ul> <p>December 2017</p> <ul style="list-style-type: none"> <li>The Agency billed 1 unit of Supported Living (T2016 HB U6) on 12/19/2017. Documentation received accounted for .5 units.</li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>The Agency billed 1 unit of Supported Living (T2016 HB U6) on 1/4/2018. Documentation received accounted for .5 units.</li> <li>The Agency billed 1 unit of Supported Living (T2016 HB U6) on 1/27/2018. Documentation received accounted for .5 units.</li> <li>The Agency billed 1 unit of Supported Living (T2016 HB U6) on 1/28/2018. Documentation received accounted for .5 units.</li> </ul> <p>Individual #24</p> <p>November 2017</p> <ul style="list-style-type: none"> <li>The Agency billed 1 unit of Supported Living (T2016 HB U6) on 11/3/2017. Documentation received accounted for .5</li> </ul> |  |  |
|---|---|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>(3) amounts paid by MAD on behalf of any eligible recipient; and<br/> (4) any records required by MAD for the administration of Medicaid.</p> <p>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007<br/> <b>CHAPTER 1 III. PROVIDER AGENCY DOCUMENTATION OF SERVICE DELIVERY AND LOCATION</b></p> <p><b>A. General:</b> All Provider Agencies shall maintain all records necessary to fully disclose the service, quality, quantity and clinical necessity furnished to individuals who are currently receiving services. The Provider Agency records shall be sufficiently detailed to substantiate the date, time, individual name, servicing Provider Agency, level of services, and length of a session of service billed.</p> <p><b>B. Billable Units:</b> The documentation of the billable time spent with an individual shall be kept on the written or electronic record that is prepared prior to a request for reimbursement from the HSD. For each unit billed, the record shall contain the following:</p> <ol style="list-style-type: none"> <li>(1) Date, start and end time of each service encounter or other billable service interval;</li> <li>(2) A description of what occurred during the encounter or service interval; and</li> <li>(3) The signature or authenticated name of staff providing the service.</li> </ol> <p>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007<br/> <b>CHAPTER 6. IX. REIMBURSEMENT FOR COMMUNITY LIVING SERVICES</b></p> <p><b>A. Reimbursement</b> for Supported Living Services</p> <ol style="list-style-type: none"> <li>(1) Billable Unit. The billable Unit for Supported Living Services is based on a</li> </ol> | <p>units.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Supported Living (T2016 HB U6) on 11/26/2017. Documentation received accounted for .5 units.</li> </ul> |  |  |
|---|--|--|--|

|   |  |  |  |
|---|--|--|--|
| <p>daily rate. The daily rate cannot exceed 340 billable days a year.</p> <p>(2) <b>Billable Activities</b></p> <ul style="list-style-type: none"> <li>(a) Direct care provided to an individual in the residence any portion of the day.</li> <li>(b) Direct support provided to an individual by community living direct service staff away from the residence, e.g., in the community.</li> <li>(c) Any activities in which direct support staff provides in accordance with the Scope of Services.</li> </ul> <p>(3) <b>Non-Billable Activities</b></p> <ul style="list-style-type: none"> <li>(a) The Supported Living Services provider shall not bill DD Waiver for Room and Board.</li> <li>(b) Personal care, respite, nutritional counseling and nursing supports shall not be billed as separate services for an individual receiving Supported Living Services.</li> <li>(c) The provider shall not bill when an individual is hospitalized or in an institutional care setting.</li> </ul> |  |  |  |
|---|--|--|--|

| Tag # LS27 / 6L27<br>Family Living Reimbursement <i>Upheled by IRF</i>  | Standard Level Deficiency   |   |  |
|---|---|---|--|
| <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>CHAPTER 11 (FL) 5. REIMBURSEMENT</b></p> <p><b>A.</b> Family Living Services Provider Agencies must maintain all records necessary to fully disclose the type, quality, quantity and clinical necessity of services furnished to individuals who are currently receiving services. The Family Living Services Provider Agency records must be sufficiently detailed to substantiate the date, time, individual name, servicing provider, nature of services, and length of a session of service billed. Providers are required to comply with the New Mexico Human Services Department Billing Regulations</p> <p>1. From the payments received for Family Living services, the Family Living Agency must:</p> <p>a. Provide a minimum payment to the contracted primary caregiver of \$2,051 per month; and</p> <p>b. Provide or arrange up to seven hundred fifty (750) hours of substitute care as sick leave or relief for the primary caregiver. Under no circumstances can the Family Living Provider agency limit how these hours will be used over the course of the ISP year. It is not allowed to limit the number of substitute care hours used in a given time period, other than an ISP year.</p> | <p>Based on record review, the Agency did not provide written or electronic documentation as evidence for each unit billed for Family Living Services for 10 of 11 individuals.</p> <p><b>Individual #1</b><br/>November 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) for each day on 11/1, 8, 9, 13, 15, 16, 17, 20, 23, 27, 2017 for a total of 10 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➢ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/2/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/3/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/4/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/5/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/6/2017. Documentation received accounted for .5 units.</li> </ul> | <p><b>Provider:</b><br/><b>State your Plan of Correction for the deficiencies cited in this tag here</b> (<i>How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?</i>): →</p> <p><b>Provider:</b><br/><b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> (<i>What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?</i>): →</p> |  |

|  |   |  |  |
|--|---|--|--|
| <p><b>B. Billable Units:</b></p> <ol style="list-style-type: none"> <li>1. The billable unit for Family Living is based on a daily rate. A day is considered 24 hours from midnight to midnight. If 12 or less hours of service, are provided then one half unit shall be billed. A whole unit can be billed if more than 12 hours of service is provided during a 24 hour period.</li> <li>2. The maximum allowable billable units cannot exceed three hundred forty (340) days per ISP year or one hundred seventy (170) days per six (6) months.</li> </ol> <p><b>NMAC 8.302.1.17 Effective Date 9-15-08 Record Keeping and Documentation Requirements</b> - A provider must maintain all the records necessary to fully disclose the nature, quality, amount and medical necessity of services furnished to an eligible recipient who is currently receiving or who has received services in the past.</p> <p><b>Detail Required in Records</b> - Provider Records must be sufficiently detailed to substantiate the date, time, eligible recipient name, rendering, attending, ordering or prescribing provider; level and quantity of services, length of a session of service billed, diagnosis and medical necessity of any service . . . Treatment plans or other plans of care must be sufficiently detailed to substantiate the level of need, supervision, and direction and service(s) needed by the eligible recipient.</p> <p><b>Services Billed by Units of Time</b> - Services billed on the basis of time units spent with an eligible recipient must be sufficiently detailed to document the actual time spent with the eligible recipient and the services provided during that time unit.</p> <p><b>Records Retention</b> - A provider who receives payment for treatment, services or goods must retain all medical and business records relating</p> | <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/7/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/10/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/11/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/12/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/14/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/18/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/19/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/21/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/22/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/24/2017. Documentation received accounted for .5 units.</li> </ul> |  |  |
|--|---|--|--|

|  |   |  |  |
|--|---|--|--|
| <p>to any of the following for a period of at least six years from the payment date:</p> <ol style="list-style-type: none"> <li>(1) treatment or care of any eligible recipient</li> <li>(2) services or goods provided to any eligible recipient</li> <li>(3) amounts paid by MAD on behalf of any eligible recipient; and</li> <li>(4) any records required by MAD for the administration of Medicaid.</li> </ol> <p>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007</p> <p><b>CHAPTER 1 III. PROVIDER AGENCY DOCUMENTATION OF SERVICE DELIVERY AND LOCATION</b></p> <p><b>B. Billable Units:</b> The documentation of the billable time spent with an individual shall be kept on the written or electronic record that is prepared prior to a request for reimbursement from the HSD. For each unit billed, the record shall contain the following:</p> <ol style="list-style-type: none"> <li>(1) Date, start and end time of each service encounter or other billable service interval;</li> <li>(2) A description of what occurred during the encounter or service interval; and</li> <li>(3) The signature or authenticated name of staff providing the service.</li> </ol> <p>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007</p> <p><b>CHAPTER 6. IX. REIMBURSEMENT FOR COMMUNITY LIVING SERVICES</b></p> <p><b>B. Reimbursement for Family Living Services</b></p> <ol style="list-style-type: none"> <li>(1) Billable Unit: The billable unit for Family Living Services is a daily rate for each individual in the residence. A maximum of 340 days (billable units) are allowed per ISP year.</li> <li>(2) Billable Activities shall include:</li> </ol> | <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/25/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/26/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/28/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/29/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/30/2017. Documentation received accounted for .5 units.</li> </ul> <p>December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/1/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/2/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/3/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/4, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 22, 24, 25, 28, 30, 31, 2017 totaling 21 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required</li> </ul> |  |  |
|--|---|--|--|

|  |   |  |  |
|--|---|--|--|
| <p>(a) Direct support provided to an individual in the residence any portion of the day;</p> <p>(b) Direct support provided to an individual by the Family Living Services direct support or substitute care provider away from the residence (e.g., in the community); and</p> <p>(c) Any other activities provided in accordance with the Scope of Services.</p> <p>(3) Non-Billable Activities shall include:</p> <p>(a) The Family Living Services Provider Agency may not bill the for room and board;</p> <p>(b) Personal care, nutritional counseling and nursing supports may not be billed as separate services for an individual receiving Family Living Services; and</p> <p>(c) Family Living services may not be billed for the same time period as Respite.</p> <p>(d) The Family Living Services Provider Agency may not bill on days when an individual is hospitalized or in an institutional care setting. For this purpose, a day is counted from one midnight to the following midnight.</p> <p>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 -</p> <p><b>Chapter 6 - COMMUNITY LIVING SERVICES III. REQUIREMENTS UNIQUE TO FAMILY LIVING SERVICES</b></p> <p><b>C. Service Limitations.</b> Family Living Services cannot be provided in conjunction with any other Community Living Service, Personal Support Service, Private Duty Nursing, or Nutritional Counseling. In addition, Family Living may not be delivered during the same time as respite; therefore, a specified deduction to the daily rate for Family Living shall be made for each unit of respite received.</p> | <p>elements was not met:</p> <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service interval.</li> </ul> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/5/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/7/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/21/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/23/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/26/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/27/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/29/2017. Documentation received accounted for .5 units.</li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/1/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/2/2018. Documentation received accounted for .5 units.</li> </ul> |  |  |
|--|---|--|--|

|  |  |  |  |
|--|--|--|--|
| <p>Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 –</p> <p><b>DEFINITIONS: SUBSTITUTE CARE</b> means the provision of family living services by an agency staff or subcontractor during a planned/scheduled or emergency absence of the direct service provider.</p> <p><b>RESPITE</b> means a support service to allow the primary caregiver to take a break from care giving responsibilities while maintaining adequate supervision and support to the individual during the absence of the primary caregiver.</p> | <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/3/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/4, 7, 10, 12, 16, 17, 18, 21, 23, 24, 25, 28, 2018 totaling 12 units. Documentation did not contain the required elements on for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➢ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/5/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/6/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/8/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/9/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/11/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/14/2018. Documentation received accounted for .5 units.</li> </ul> |  |  |
|--|--|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/15/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/19/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/22/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/27/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/29/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/30/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/31/2018. Documentation received accounted for .5 units.</li> </ul> <p><b>Individual #2</b><br/>November 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/2, 3, 6, 7, 8, 9, 10, 13, 14, 15, 16, 17, 20, 21, 22, 23, 24, 27, 28, 29, 30, 2017 totaling 21 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service</li> </ul> </li> </ul> |  |  |
|--|--|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <p>interval.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/4/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/5/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/11/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/12/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/18/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/19/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/25/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/26/2017. Documentation received accounted for .5 units.</li> </ul> <p>December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/1, 4, 5, 6, 7, 8, 11, 12, 13, 14, 15, 18, 19, 20, 21, 22, 25, 26, 27, 28, 29, 2017 totaling 21 units. Documentation did not contain the required elements for each individual day listed above.</li> </ul> |  |  |
|--|---|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <p>Documentation received accounted for 0 units. One or more of the required elements was not met:</p> <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service interval.</li> </ul> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/2/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/3/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/9/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/10/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/16/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/17/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/23/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/24/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/30/2017. Documentation</li> </ul> |  |  |
|--|--|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <p>received accounted for .5 units.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/31/2017. Documentation received accounted for .5 units.</li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/1, 2, 3, 4, 5, 6, 8, 9, 10, 11, 12, 15, 16, 17, 18, 19, 22, 23, 24, 25, 26, 30, 31, 2018 totaling 23 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/6/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/7/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/13/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/14/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/20/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living</li> </ul> |  |  |
|--|--|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <p>(T2033 HB) on 1/21/2018. Documentation received accounted for .5 units.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/27/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/28/2018. Documentation received accounted for .5 units.</li> </ul> <p><b>Individual #4</b><br/>November 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033) on 11/4, 5, 11, 12, 18, 19, 25, 26, 2017 totaling 8 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➢ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> </ul> <p>December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033) on 12/2, 3, 9, 10, 16, 17, 23, 24, 30, 31, 2017 totaling 10 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➢ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> </ul> <p><b>Individual #9</b><br/>December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/2, 3, 5, 6, 7, 8, 9, 10, 11, 16, 17, 24, 25, 26, 27, 2017 totaling 15</li> </ul> |  |  |
|--|---|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <p>units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met:</p> <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service interval.</li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/1, 6, 7, 8, 10, 11, 13, 14, 16, 20, 21, 23, 25, 31, 2018 totaling 14 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met:</li> <li>➤ Start and end time of each service encounter or other billable service interval.</li> </ul> <p><b>Individual #10</b></p> <p>November 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 2017 totaling 22 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met:</li> <li>➤ Start and end time of each service encounter or other billable service interval.</li> </ul> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/11/2017. Documentation received accounted for .5 units.</li> </ul> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living</li> </ul> |  |  |
|--|---|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <p>(T2033 HB) on 11/12/2017. Documentation received accounted for .5 units.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/13/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/14/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/15/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/16/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/17/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/18/2017. Documentation received accounted for .5 units.</li> </ul> <p>December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 17, 18, 19, 20, 21, 27, 28, 29, 30, 31, 2017 totaling 25 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> </ul> |  |  |
|--|---|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/16/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/22/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/26/2017. Documentation received accounted for .5 units.</li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 28, 29, 30, 31, 2018 totaling 24 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/21/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/23/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/24/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/25/2018. Documentation received accounted for .5 units.</li> </ul> |  |  |
|--|---|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/26/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/27/2018. Documentation received accounted for .5 units.</li> </ul> <p><b>Individual #11</b><br/>November 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/1/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/2/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/3, 4, 5, 7, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 2017 totaling 22 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/6/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/8/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living</li> </ul> |  |  |
|--|--|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <p>(T2033 HB) on 11/27/2017. Documentation received accounted for .5 units.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/28/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/29/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/30/2017. Documentation received accounted for .5 units.</li> </ul> <p>December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/1/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/2/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/3/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/4, 5, 6, 8, 13, 14, 15, 19, 28, 30, 2017 totaling 10 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> <li>• The Agency billed 1 unit of Family Living</li> </ul> |  |  |
|--|--|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <p>(T2033 HB) on 12/7/2017. Documentation received accounted for .5 units.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/9/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/10/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/11/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/12/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/16/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/17/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/18/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/20/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/21/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/22/2017. Documentation</li> </ul> |  |  |
|--|---|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <p>received accounted for .5 units.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/23/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/24/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/25/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/26/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/27/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/29/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/31/2017. Documentation received accounted for .5 units.</li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/1/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/2/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/3/2018. Documentation</li> </ul> |  |  |
|--|--|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <p>received accounted for .5 units.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/4/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/5/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/6, 13, 14, 15, 27, 28, 2018 totaling 6 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/7/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/8/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/9/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/10/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/11/2018. Documentation received accounted for .5 units.</li> </ul> |  |  |
|--|---|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/12/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/16/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/17/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/18/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/19/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/20/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/21/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/22/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/23/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/24/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living</li> </ul> |  |  |
|--|---|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <p>(T2033 HB) on 1/25/2018. Documentation received accounted for .5 units.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/26/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/29/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/30/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/31/2018. Documentation received accounted for .5 units.</li> </ul> <p><b>Individual #12</b><br/>November 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/2, 4, 6, 7, 10, 11, 12, 13, 14, 15, 16, 17, 18, 23, 24, 27, 29, 2017 totaling 17 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/3/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/5/2017. Documentation received accounted for .5 units.</li> </ul> |  |  |
|--|---|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/8/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/9/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/19/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/20/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/21/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/22/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/25/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/26/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/28/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/30/2017. Documentation received accounted for .5 units.</li> </ul> <p>December 2017</p> |  |  |
|--|---|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/1/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/10/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/12/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/13/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/14/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/15/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/17/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/18/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/19, 20, 24, 2017 totaling 3 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service</li> </ul> </li> </ul> |  |  |
|--|--|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <p>interval.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/23/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/25/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/28/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/29/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/30/2017. Documentation received accounted for .5 units.</li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/1/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/2/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/3/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/4/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/5/2018. Documentation</li> </ul> |  |  |
|--|---|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <p>received accounted for .5 units.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/6/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/7, 14, 17, 18, 20, 2018 totaling 5 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➢ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/8/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/9/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/10/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/11/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/12/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/13/2018. Documentation received accounted for .5 units.</li> </ul> |  |  |
|--|---|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/15/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/16/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/19/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/21/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/22/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/23/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/25/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/26/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/27/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/28/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living</li> </ul> |  |  |
|--|---|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <p>(T2033 HB) on 1/29/2018. Documentation received accounted for .5 units.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/30/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/31/2018. Documentation received accounted for .5 units.</li> </ul> <p><b>Individual #14</b><br/>November 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/1, 3, 4, 5, 6, 8, 9, 10, 11, 12, 14, 15, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 2017 totaling 23 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➢ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/2/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/7/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/13/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/16/2017. Documentation received accounted for .5 units.</li> </ul> |  |  |
|--|--|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/19/2017. Documentation received accounted for .5 units.</li> </ul> <p>December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/1, 2, 3, 4, 6, 7, 8, 9, 10, 11, 13, 16, 17, 18, 20, 21, 22, 23, 24, 25, 27, 29, 30, 31, 2017 totaling 24 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➢ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/5/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/15/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/19/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/26/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/28/2017. Documentation received accounted for .5 units.</li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living</li> </ul> |  |  |
|--|---|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <p>(T2033 HB) on 1/1, 2, 3, 4, 5, 6, 7, 10, 11, 12, 13, 14, 15, 17, 18, 19, 20, 21, 27, 28, 2018 totaling 20 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met:</p> <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service interval.</li> </ul> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/2/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/8/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/9/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/16/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/22/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/23/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/25/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/26/2018. Documentation</li> </ul> |  |  |
|--|---|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <p>received accounted for .5 units.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/29/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/30/2018. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/31/2018. Documentation received accounted for .5 units.</li> </ul> <p><b>Individual #17</b><br/>December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/24/2017. Documentation received accounted for .5 units.</li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/14/2018. Documentation received accounted for .5 units.</li> </ul> <p><b>Individual #18</b><br/>November 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/1/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/2, 3, 6, 9, 10, 13, 16, 17, 20, 23, 24, 27, 30, 2017 totaling 13 units. Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service</li> </ul> </li> </ul> |  |  |
|--|--|--|--|

|  |   |  |  |
|--|---|--|--|
|  | <p>interval.</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/4/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/5/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/7/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/8/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/11/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/12/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/14/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/15/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/18/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/19/2017. Documentation received accounted for .5 units.</li> </ul> |  |  |
|--|---|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/21/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/22/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/25/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/26/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/28/2017. Documentation received accounted for .5 units.</li> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 11/29/2017. Documentation received accounted for .5 units.</li> </ul> <p>December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 12/1, 4, 6, 7, 8, 11, 12, 13, 14, 15, 18, 19, 20, 21, 22, 25, 29, 2017. Documentation did not contain the required elements on 12/1/2017. Documentation received accounted for 0 units. One or more of the required elements was not met: <ul style="list-style-type: none"> <li>➤ Start and end time of each service encounter or other billable service interval.</li> </ul> </li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/1, 2, 3, 4, 5, 8, 9, 10, 11, 15, 16, 17, 18, 19, 22, 23, 24, 25, 26, 29,</li> </ul> |  |  |
|--|--|--|--|

|  |  |  |  |
|--|--|--|--|
|  | <p>30, 31, 2018 totaling 22 units.<br/>Documentation did not contain the required elements for each individual day listed above. Documentation received accounted for 0 units. One or more of the required elements was not met:</p> <ul style="list-style-type: none"><li>➤ Start and end time of each service encounter or other billable service interval.</li></ul> <ul style="list-style-type: none"><li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/6/2018. Documentation received accounted for .5 units.</li><li>• The Agency billed 1 unit of Family Living (T2033 HB) on 1/12/2018. Documentation received accounted for .5 units.</li></ul> |  |  |
|--|--|--|--|

| <b>Tag # IM31</b><br><b>Intensive Medical Living Services</b><br><b>Reimbursement Upheld by IRF</b>   | <b>Standard Level Deficiency</b>  |   |  |
|---|---|---|--|
| <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>CHAPTER 13 (IMLS) 4. REIMBURSEMENT</b></p> <p><b>A.</b> All Living Supports Intensive Medical Living Services Provider Agencies must maintain all records necessary to fully disclose the type, quality, quantity and clinical necessity of services furnished to individuals who are currently receiving services. The Intense Medical Living Services Provider Agency records must be sufficiently detailed to substantiate the date, time, individual name, servicing provider, nature of services, and length of a session of service billed. Providers are required to comply with the New Mexico Human Services Department Billing Regulations.</p> <p>1. The maximum allowable billable units cannot exceed three hundred forty (340) days per year and also cannot exceed one hundred seventy (170) days in a six (6) month period.</p> <p><b>B. Billable Unit:</b></p> <p>1. The billable unit for Intense Medical Living Services is a daily rate. A day is considered 24 hours from midnight to midnight. If 12 or less hours of service are provided then one half unit shall be billed. A whole unit can be billed if more than 12 hours of service is provided during a 24 hour period.</p> <p><b>C. Billable Activities:</b></p> <p>1. Services included in the individual's approved ISP;</p> <p>2. Supports delivered consistent with the scope of services subject to service limitations; and</p> | <p>Based on record review, the Agency did not provide written or electronic documentation as evidence for each unit billed for Intensive Medical Living Services Reimbursement for 1 of 1 individuals.</p> <p>Individual #6<br/>December 2017</p> <ul style="list-style-type: none"> <li>• The Agency billed 1 units of Intensive Medical Living Services (T2033 HB TG) on 12/24/2017. Documentation received accounted for 0 units.</li> <li>• The Agency billed 1 units of Intensive Medical Living Services (T2033 HB TG) on 12/25/2017. Documentation received accounted for 0 units.</li> <li>• The Agency billed 1 units of Intensive Medical Living Services (T2033 HB TG) on 12/26/2017. Documentation received accounted for 0 units.</li> <li>• The Agency billed 1 units of Intensive Medical Living Services (T2033 HB TG) on 12/27/2017. Documentation received accounted for .5 units.</li> </ul> | <p><b>Provider:</b><br/> <b>State your Plan of Correction for the deficiencies cited in this tag here</b> (<i>How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?</i>): →</p> <p><b>Provider:</b><br/> <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> (<i>What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?</i>): →</p> |  |

|  |  |  |  |
|--|--|--|--|
| <p>3. Activities included in billable services, activities or situations.</p> <p><b>NMAC 8.302.1.17 Effective Date 9-15-08 Record Keeping and Documentation Requirements</b> - A provider must maintain all the records necessary to fully disclose the nature, quality, amount and medical necessity of services furnished to an eligible recipient who is currently receiving or who has received services in the past.</p> <p><b>Detail Required in Records</b> - Provider Records must be sufficiently detailed to substantiate the date, time, eligible recipient name, rendering, attending, ordering or prescribing provider; level and quantity of services, length of a session of service billed, diagnosis and medical necessity of any service . . . Treatment plans or other plans of care must be sufficiently detailed to substantiate the level of need, supervision, and direction and service(s) needed by the eligible recipient.</p> <p><b>Services Billed by Units of Time</b> - Services billed on the basis of time units spent with an eligible recipient must be sufficiently detailed to document the actual time spent with the eligible recipient and the services provided during that time unit.</p> <p><b>Records Retention</b> - A provider who receives payment for treatment, services or goods must retain all medical and business records relating to any of the following for a period of at least six years from the payment date:</p> <ul style="list-style-type: none"> <li>(1) treatment or care of any eligible recipient</li> <li>(2) services or goods provided to any eligible recipient</li> <li>(3) amounts paid by MAD on behalf of any eligible recipient; and</li> <li>(4) any records required by MAD for the administration of Medicaid.</li> </ul> |  |  |  |
|--|--|--|--|

| Tag # IH32<br>Customized In-Home Supports<br>Reimbursement   | Standard Level Deficiency   |   |           |
|--|---|---|-----------|
| <p>Developmental Disabilities (DD) Waiver Service Standards effective 11/1/2012 revised 4/23/2013; 6/15/2015</p> <p><b>CHAPTER 7 (CIHS) 4. REIMBURSEMENT. A.</b></p> <p><b>A.</b> All Provider Agencies must maintain all records necessary to fully disclose the service, quality, and quantity provided to individuals. The Provider Agency records shall be sufficiently detailed to substantiate the individual's name, date, time, Provider Agency name, nature of services and length of a session of service billed. Providers are required to comply with the Human Services Department Billing Regulations.</p> <p>1. The maximum allowable billable hours cannot exceed the budget allocation in the associated base budget.</p> <p><b>II. Billable Units:</b> The billable unit for Customized In-Home Support is based on a fifteen (15) minute unit.</p> <p>1. Customized In-Home Supports has two separate procedures codes with the equivalent reimbursed amount.</p> <p>a. Living independently; and</p> <p>b. Living with family and/or natural supports:</p> <p>i. The living with family and/or natural supports rate category must be used when the individual is living with paid or unpaid family members.</p> <p><b>III. Billable Activities:</b></p> <p>1. Direct care provided to an individual in the individual's residence, consistent with the Scope of Services, any portion of the day.</p> | <p>Based on record review, the Agency did not provide written or electronic documentation as evidence for each unit billed for Customized In-Home Supports Reimbursement for 3 of 4 individuals.</p> <p>Individual #8<br/>November/December 2017</p> <ul style="list-style-type: none"> <li>The Agency billed 78 units of Customized In-Home Supports (S5125 HB UA) from 11/19/2017 through 12/2/2017. Documentation received accounted for 38 units.</li> <li>The Agency billed 72 units of Customized In-Home Supports (S5125 HB UA) from 12/3/2017 through 12/16/2017. Documentation received accounted for 48 units.</li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>The Agency billed 72 units of Customized In-Home Supports (S5125 HB UA) from 1/14/2018 through 1/27/2018. Documentation received accounted for 30 units.</li> </ul> <p>Individual #13<br/>November 2017</p> <ul style="list-style-type: none"> <li>The Agency billed 140 units of Customized In-Home Supports (S5125 HB) from 11/5/2017 through 11/18/2017. Documentation received accounted for 110 units.</li> </ul> <p>January 2018</p> <ul style="list-style-type: none"> <li>The Agency billed 146 units of Customized In-Home Supports (S5125 HB) from 1/14/2018 through 1/27/2018.</li> </ul> | <p><b>Provider:</b><br/><b>State your Plan of Correction for the deficiencies cited in this tag here</b> (<i>How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?</i>): →</p> <p><b>Provider:</b><br/><b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> (<i>What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?</i>): →</p> | <p>  </p> |

|   |   |  |  |
|---|---|--|--|
| <p>2. Direct support provided to an individual consistent with the Scope of Services by Customized In-Home Supports direct support personnel in community locations other than the individual's residence.</p> <p><b>NMAC 8.302.1.17 Effective Date 9-15-08 Record Keeping and Documentation Requirements</b> - A provider must maintain all the records necessary to fully disclose the nature, quality, amount and medical necessity of services furnished to an eligible recipient who is currently receiving or who has received services in the past.</p> <p><b>Detail Required in Records</b> - Provider Records must be sufficiently detailed to substantiate the date, time, eligible recipient name, rendering, attending, ordering or prescribing provider; level and quantity of services, length of a session of service billed, diagnosis and medical necessity of any service . . . Treatment plans or other plans of care must be sufficiently detailed to substantiate the level of need, supervision, and direction and service(s) needed by the eligible recipient.</p> <p><b>Services Billed by Units of Time</b> - Services billed on the basis of time units spent with an eligible recipient must be sufficiently detailed to document the actual time spent with the eligible recipient and the services provided during that time unit.</p> <p><b>Records Retention</b> - A provider who receives payment for treatment, services or goods must retain all medical and business records relating to any of the following for a period of at least six years from the payment date:</p> <ol style="list-style-type: none"> <li>(1) treatment or care of any eligible recipient</li> <li>(2) services or goods provided to any eligible recipient</li> <li>(3) amounts paid by MAD on behalf of any eligible recipient; and</li> <li>(4) any records required by MAD for the administration of Medicaid.</li> </ol> | <p>Documentation received accounted for 108 units.</p> <p>Individual #20<br/>January 2018</p> <ul style="list-style-type: none"> <li>• The Agency billed 364 units of Customized In-Home Supports (S5125 HB) from 1/14/2018 through 1/27/2018. Documentation received accounted for 264 units.</li> </ul> |  |  |
|---|---|--|--|

---

Date: May 21, 2019

To: Diane Dahl-Nunn, Executive Director  
Provider: The New Beginnings, LLC  
Address: 8908 Washington St. NE  
State/Zip: Albuquerque, New Mexico 87113

E-mail Address: [dnunn@tnbabq.com](mailto:dnunn@tnbabq.com)

Region: Metro, Northeast, Northwest  
Survey Date: March 2 - 12, 2018  
Program Surveyed: Developmental Disabilities Waiver

Service Surveyed: **2012:** Supported Living, Family Living, Intensive Medical Living; Customized Community Supports and Customized In-Home Supports  
**2007:** Supported Living, Family Living and Adult Habilitation

Survey Type: Routine

Dear Ms. Dahl-Nunn;

The Division of Health Improvement/Quality Management Bureau has received and reviewed the supporting documents you submitted for your Plan of Correction. The documents you provided verified that all previously cited survey Deficiencies have been corrected for all tags except *Tag LS26 / 6L26 Supported Living Reimbursement, Tag LS27 / 6L27 Family Living Reimbursement and Tag IM31 Intensive Medical Living Services Reimbursement* which are currently part of a fair hearing process.

**The Plan of Correction process for QMB is now complete.**

To maintain ongoing compliance with standards and regulations, continue to use the Quality Assurance (self-auditing) processes you described in your Plan of Correction.

Consistent use of these Quality Assurance processes will enable you to identify and promptly respond to problems, enhance your service delivery, and result in fewer deficiencies cited in future QMB surveys.

Thank you for your cooperation with the Plan of Correction process, for striving to come into compliance with standards and regulations, and for helping to provide the health, safety and personal growth of the people you serve.

Sincerely,

*Amanda Castañeda*

Amanda Castañeda  
Plan of Correction Coordinator  
Quality Management Bureau/DHI

Q.18.3.DDW.11686880.1/2/5.RTN.09.19.141