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Health and Human Services

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## 2013 Waiver Review Corrective Action Plan

### **1. Beginning immediately, ensure that LTC screenings for CCB programs occur within 20 days of referral.**

LTC screenings for CCB programs will be conducted within 20 days of the request. Staff will notify the Unit Supervisor of situations in which the 20 day time line is not able to be met, and also document the reason as to why the timeline is not able to be met. In addition, the Unit Supervisor will conduct random reviews to ensure at least 80% of these screenings are done within 20 days of the request.

### **2. Beginning immediately, ensure that each participant case file includes signed documentation that participants have been informed of their right to appeal on an annual basis.**

All Case Managers and Care Coordinators will ensure that each client is given a copy of the “Your Appeal Rights” form on an annual basis. They will also obtain signed documentation of this. Education and training about this process will be provided to all HCBS Waiver staff by the Unit Supervisor. The Unit Supervisor will also randomly review case files to assure this is happening. In addition, Todd County is further exploring how the use of tablet devices in the field can be utilized to instantly obtain signatures from clients indicating that they have reviewed documents, or have been given their appeal rights.

### **3. Beginning immediately, ensure that all working-age participant’s case file includes documentation that vocational skills and abilities have been assessed.**

All case managers and care coordinators serving HCBS Waiver clients will utilize the Employment, Volunteering, and Assessment form with their clients on an annual basis. These forms will be kept in the client file. Education and training about this requirement has been completed with the staff who serve HCBS Waiver clients. The Unit Supervisor will conduct random file reviews to ensure it is being accomplished.

### **4. Beginning immediately, ensure that case files include the annual BI Assessment and Eligibility Determination form for all BI participants.**

All case managers and care coordinators serving BI Waiver clients will ensure the annual BI Assessment and Eligibility Determination form is completed and in the file for all BI participants. Education and training about this requirement has been provided to staff. The Unit Supervisor will conduct random reviews of BI files to ensure this is being accomplished.

Prepared and Submitted by Michael A. Steinbeisser, Unit Manager, and Kim DeCock, Unit Supervisor