

Ms. Kim Anderson
Continuing Care Administration
Department of Human Services
PO Box 64974
St. Paul, MN 55164-0967

RE: Home and Community Based Services review

Dear Ms. Anderson:

Please accept this as Chippewa County's Home and Community Based Services' review audit response letter.

During our waiver audit two screening assessments from the CCB waiver were audited where services had not been initiated within the 60-day time frame, and the new assessments were done with the old referral date. Initially they were screened within the 20-day time frame; however the wrong referral date was used on the second screening. On the DD assessment that was audited, this individual did not cooperate with services. We should have closed the case before the 60 day timeframe to complete the screening expired. However, this individual was currently working with our Child Protection Unit and really could have benefited from services so we left the case open. The case manager worked diligently on trying to get services initiated and that is the reason the case was not closed within that 60 days.

Effective immediately, we will be closing DD cases when we cannot complete the screening assessment within the 60-day timeframe due to non-cooperation from the consumer. Also, effective immediately we will be changing the referral date on the CCB screening documents to reflect the date we do the new screening for those assessments that go past the 60-day timeframe to implement services.

Also during our audit it was brought to our attention that clients for the CCB/EW waiver and AC grant recipients had not signed an acknowledgement of their right to appeal. The appeal rights are in our packets that we take on our screenings and they are given to the consumers. During our exit interview with the auditors, we suggested that it would be nice if there could be a check box on the care plan that states, "By signing this form I am acknowledging that I have received a copy of my appeal rights and that I understand my right to appeal." This would also help cut back on the paperwork the consumer needs to sign if it were part of the care plan.

Effective immediately, our agency has developed a form for the consumer to sign acknowledging that they have received and understand their right to appeal. We will be attaching this to the care plans for the CCB/EW waivers and AC grant recipients. Our DD Individual Support Plans have the appeal rights attached to the signature page also.

I would like to note that we had our managed care audit in May after our waiver audit review that was completed April. The managed care auditor advised that we do not have to have the managed care clients' sign for their appeal rights annually as the appeal rights are given to the clients by the managed care organizations on a regular basis. They advised they are working with DHS on this matter. It is frustrating to have two audits and get conflicting information on what needs to be done in our case files.

Thank you. Please contact me if you have any questions.

Sincerely,

Lisa Schultz
Special Services Supervisor

LS:tk