

Interim Process for QIO Reviews during the COVID-19 Emergency

Effective 4/21/20

Contract Compliance Review will be conducted as off-site, desk reviews based on information available in Therap and information uploaded to the Alliant Portal. In order to accommodate larger amounts of data to be uploaded, provider will be granted 4 business days to upload information to the Alliant Portal.

At the conclusion of the review, a conference between the QIO representatives and the provider reviewed will be conducted to discuss preliminary findings of the review. Any deficiencies found with the provider's compliance will require a written Plan of Correction that addresses the deficiency both individually and systemically.

During the COVID-19 State of Emergency, Follow-up desk reviews will occur for indicators scoring 85% or below compliance. Alliant will conduct a follow-up review to assure that all elements detailed in the provider's Plan of Correction have been implemented. The Alliant review will include the criteria and timeframes for evaluating the extent to which the provider's Plan of Correction has been implemented. Follow-up reviews will include records/consumers from the original sample as well as new records. For indicators with a compliance rate above 85%, the Provider's Plan of Correction will be accepted, and no follow-up review will occur.

At the conclusion of the COVID-19 State of Emergency, DDSN and the Provider Network will revert back to the previously approved requirements for DDSN Contract Compliance/Quality Assurance Reviews for Non-ICF/IID Programs, as stated in DDSN Directive 104-03-DD.

DDSN Quality Management Staff will track all provider reviews, follow-up reviews, and Plan of Correction submission according to current procedures. Staff will be able to distinguish reviews taking place during the COVID-19 State of Emergency, as needed.