

The logo for Fredla, featuring the word "fredla" in a blue, lowercase, sans-serif font. A yellow brushstroke underline is positioned beneath the letters "d", "l", and "a".

fredla

MEDICAID IMPLEMENTATION EXCHANGE – BECOMING A MEDICAID PROVIDER OF PARENT PEER SUPPORT SERVICES

DOCUMENTATION & PAPERWORK

AUGUST 27, 2014

Family-Run Executive Director Leadership Association - FREDLA 2014

fredla

- AS YOU AND YOUR FAMILY RUN ORGANIZATION CONTINUE WORKING TOWARD BECOMING A MEDICAID PROVIDER, THERE ARE SEVERAL AREAS THAT NEED TO BE CONSIDERED.
- DOCUMENTATION AND PAPERWORK CAN BE ONE OF THE MORE SIGNIFICANT AREAS FOR CONSIDERATION. NOT ONLY WILL YOU NEED TO DEVELOP NEW OR REVISED POLICIES, PROCEDURES, AND PAPERWORK, BUT YOUR ORGANIZATION WILL BECOME LEGALLY LIABLE IF THOSE POLICIES, PROCEDURES AND PROTOCOLS ARE NOT ADHERED TO.
- TO INCREASE YOUR LIKELIHOOD FOR SUCCESS, LETS TAKE A LOOK AT A FEW OF THE AREAS OF DOCUMENTATION AND PAPERWORK YOU WILL NEED TO PREPARE TO ADDRESS.

DOCUMENTATION

fredla

- IF IT ISN'T DOCUMENTED – IT DIDN'T HAPPEN!
- DOCUMENTATION IS IMPORTANT TO ENSURE:
 - SERVICES WERE PROVIDED BY A QUALIFIED PROVIDER
 - SERVICES WERE PROVIDED IN ACCORDANCE WITH STATE & FEDERAL GUIDELINES
 - STAFF WERE PROVIDED WITH SUFFICIENT TRAINING, EDUCATION AND OVERSIGHT
 - SERVICES DELIVERED ALIGN WITH THE TREATMENT PLAN SCOPE, DURATION AND FREQUENCY

STATE SPECIFIC ISSUES

fredla

- ACCREDITATION REQUIREMENTS
- QUALIFICATIONS OF PARENT PEER SUPPORT PROVIDERS
- CERTIFICATION REQUIREMENTS
- RECERTIFICATION REQUIREMENTS
- SUPERVISION REQUIREMENTS
- SERVICE DELIVERY RECORDS REQUIREMENTS
- BILLING REQUIREMENTS
- POLICY AND PROCEDURE REQUIREMENTS

Family-Run Executive Director Leadership Association - FREDLA 2014

TRAINING DOCUMENTATION

fredla

- STATES REQUIRE SPECIFIC QUALIFICATIONS OF THOSE PROVIDING PARENT TO PARENT PEER SUPPORT SERVICES
- PROVIDERS MUST DOCUMENT:
 - NEW EMPLOYEE ORIENTATION
 - INITIAL TRAINING OF EACH PARENT PEER SUPPORT PROVIDER
 - ONGOING TRAINING & PROFESSIONAL DEVELOPMENT
 - CONFERENCES AND/OR OTHER LEARNING OPPORTUNITIES

DOCUMENTATION OF SUPERVISION

fredla

- PROVIDERS SHOULD MAINTAIN RECORDS OF THE SUPERVISION PROVIDED TO THE PARENT TO PARENT SUPPORT PROVIDERS
- PARENT PEER SUPPORT PROVIDERS WILL BE REQUIRED TO RECEIVE SOME CLINICAL OVERSIGHT – THIS MUST BE DOCUMENTED TO SHOW THE REQUIREMENT HAS BEEN MET
- SUPERVISION DOCUMENTATION SHOULD INCLUDE:
 - DATE
 - TIME
 - PERSONS INVOLVED
 - TOPICS DISCUSSED
 - WHAT STAFF AND/OR PROVIDER ORGANIZATION WILL DO
 - NEXT SUPERVISION SCHEDULED

SERVICE DELIVERY FILES

fredla

- PROVIDER ORGANIZATION'S ARE REQUIRED TO MAINTAIN SERVICE DELIVERY FILES FOR EACH INDIVIDUAL/FAMILY THEY SERVE. THESE FILES MUST BE MAINTAINED FOR A MINIMUM OF SEVEN YEARS.
- THESE FILES ARE LEGAL DOCUMENTS. PROVIDERS MUST ENSURE THAT WHAT IS PLACED IN THE FILE IS ACCURATE AND FACTUAL.
- FILES SHOULD MINIMALLY INCLUDE:
 - RELEASE OF INFORMATION
 - PROGRESS NOTES
 - TREATMENT PLAN
 - ASSESSMENTS
 - COLLATERAL CONTACTS
 - RELEVANT INFORMATION PERTINENT TO SERVICING FAMILY

RIGHTS AND RESPONSIBILITIES

fredla

- MEDICAID PROVIDERS MUST HAVE RELEASES OF INFORMATION SIGNED BY FAMILIES – THIS ALLOWS THE PROVIDER TO CONVERSE WITH OTHER SERVICE PROVIDERS AND/OR AGENCIES ABOUT SPECIFIC ISSUES RELATED TO SERVICE DELIVERY
- PROVIDERS MUST TELL FAMILIES ABOUT THEIR RIGHTS AS MEDICAID RECIPIENTS
- PROVIDERS MUST SHARE WITH FAMILIES THE GRIEVANCE AND APPEAL PROCESS IN THE EVENT THEY ARE UNSATISFIED WITH THEIR SERVICES – IT MUST BE DOCUMENTED THAT THIS INFORMATION WAS PROVIDED TO FAMILIES
- FREQUENTLY, RELEASES OF INFORMATION WILL ALSO INCLUDE THE GRIEVANCE AND APPEAL PROCESS AND A PLACE FOR FAMILIES TO SIGN THAT THIS INFORMATION WAS PROVIDED

PROGRESS NOTES

fredla

- MOST PARENT TO PARENT PEER SUPPORT PROVIDERS WILL BE REQUIRED TO MAINTAIN PROGRESS NOTES.
- THESE NOTES DOCUMENT THE SCOPE, DURATION AND FREQUENCY OF THE SUPPORT SERVICES PROVIDED INCLUDING:
 - TIME – HOW MUCH TIME WAS SPENT DELIVERING THE SERVICE TO THE MEDICAID RECIPIENT
 - LOCATION – WHERE WAS THE SERVICE PROVIDED
 - ATTENDANCE – WHO WAS PRESENT DURING THE SERVICE PROVISION
 - PRESENTING ISSUES
 - PROGRESS ON TX GOALS

BILLING PAPERWORK

fredla

- YOU WILL NEED TO DEVELOP A WAY TO COLLECT THE BILLABLE INFORMATION FROM THOSE PROVIDING THE SERVICE
- PRIOR TO BILLING, THE PROVIDER MUST ENSURE THAT THE SERVICE WAS PROVIDED, THAT IT MEETS THE STATE MEDICAID GUIDELINES FOR A BILLABLE SERVICE CONTACT, AND THAT THERE IS PROPER DOCUMENTATION OF THE SERVICE AND THAT IT IS NOT IN CONFLICT WITH ANOTHER BILLABLE SERVICE AT THE SAME TIME.
- BILLING FOR SERVICES THAT WERE NOT PROVIDED IS MEDICAID FRAUD AND CAN BE PUNISHABLE BY FINES AND/OR PRISON
- PROVIDERS ARE RESPONSIBLE TO ENSURE SERVICES THAT ARE BILLED FOR ACTUALLY WERE DELIVERED
- PROVIDERS MUST CROSS REFERENCE BILLING DOCUMENTATION WITH SERVICE DELIVERY DOCUMENTATION TO ENSURE ACCURACY OF:
 - IDENTIFICATION NUMBERS
 - TIMES
 - LOCATIONS
 - SERVICES PROVIDED
 - BILLING CODES

BILLING

fredla

- WHO WILL DO YOUR BILLING?

IN-HOUSE OR CONTRACTED OUT

- IF IN-HOUSE, DO YOU HAVE SUFFICIENT ADMINISTRATIVE STAFF TO PERFORM BILLING ACTIVITIES?
 - ENTER DATA – SUBMIT INVOICES
- IF IN-HOUSE, DO YOU HAVE SUFFICIENT STAFF TO CROSS CHECK BILLING WITH DOCUMENTATION?
 - ENSURE SERVICE WAS DELIVERED – TIMES ARE ACCURATE – CODES ARE ACCURATE – SERVICE IS BILLABLE

POLICIES & PROCEDURES

fredla

- MOST STATES HAVE REQUIRED POLICIES AND PROCEDURES FOR ALL MEDICAID SERVICE PROVIDERS.
- YOUR ORGANIZATION MAY OR MAY NOT HAVE ALL THE POLICIES THAT ARE REQUIRED.
- SOME OF YOUR POLICIES MAY HAVE TO BE RE-WRITTEN TO MEET MEDICAID REQUIREMENTS.
- CHECK WITH YOUR STATE MEDICAID OFFICE TO DETERMINE WHAT IS REQUIRED OF PROVIDER ORGANIZATIONS – AND TO FIND OUT IF YOU WILL BE REQUIRED TO HAVE ALL OF THE POLICIES OR ONLY SOME OF THEM SINCE YOU ARE A FAMILY RUN ORGANIZATION

AUDITS

fredla

- PROVIDER ORGANIZATIONS WILL BE SUBJECT TO AUDITS OF:

FILES

BILLING

TRAINING RECORDS

SUPERVISION RECORDS

POLICIES & PROCEDURES

PRACTICES