

Provider Compliance Office Hours

Monthly Q&A

Office of Waiver Quality Assurance and Compliance
South Carolina Department of Health and Human Services (SCDHHS)

Welcome

- Chat can be accessed in the top left of your screen.
- If you do not have access to the chat box, you can email BOQTraining@scdhhs.gov.
- We will get started shortly.

Purpose

- What is a compliance review?
 - Required office hours
 - Office closure procedures
- Provider Q&A
- We would love to know any topics that you would like us to discuss during these monthly meetings.
- Email BOQTraining@scdhhs.gov with any suggestions or include on the survey at the end of the meeting.

What is a Compliance Review?

- Provider compliance wants to ensure that you understand the scope of service requirements and what is expected of you.
- We want you to feel confident in providing services the way your scope and contract requires.
- Reach out at anytime with questions or concerns to BOQTraining@scdhhs.gov.
- We can only guarantee that you receive the proper guidance when you reach out to us.

What is a Compliance Review? *(cont.)*

- Provider compliance is a team of reviewers that will conduct a site visit at your office.
- We review your participant, staff and administrative records to ensure compliance within the scope of services.
- Reviews are conducted during normal working hours and are unannounced.
 - Compliance reviews are conducted during core hours, 10 a.m. to 4 p.m.
 - Lunch breaks are permitted; however, business operations may not be closed, and coverage must be arranged to ensure continuous availability.
 - The sanction for not maintaining office hours per the scope of services can be found in the compliance section of the policy manual.
- Provider compliance may conduct a special review based upon complaints or provider conduct.

What is a Universal Review?

- Phoenix automatically creates a universal review that measures the nurse supervisor's use of the Electronic Visit Verification (EVV) while conducting the initial, 30-day and ongoing supervisory visits. In addition, this measures whether the aide is present during a supervisory visit at least once every 12 months.
 - Report automatically generated in Phoenix.
 - It is generated every six months for the general knowledge of the provider.
 - SCDHHS does not require provider to respond to the universal review.
- The universal review is also generated as a portion of the compliance review.
- When an official compliance review is completed, the provider is required to respond to those findings.
- Those reviews will be listed in Phoenix as one of the following:
 - Initial
 - Routine
 - Special

Background Checks

- Providers must check the CNA registry (<https://cna365.examroom.ai/registry/?StateCode=C>) and the Office of Inspector General (OIG) exclusions list (<https://oig.hhs.gov/exclusions/>) for all staff prior to hire and at least every two years thereafter.
- Providers must maintain individual records for all staff and participants that documents they have met these requirements.
- Required documentation must be put in the personnel file within fifteen (15) days of employment or of receipt.

Background Checks *(cont.)*

Requirements for ALL staff prior to employment

- A SLED background check is required for all potential employees to include employees who will provide direct care to SCDHHS/SCDDSN participants and all administrative/office employees. Office staff includes administrator, office manager, nurse supervisor, and persons named on organizational chart in management positions.
- The SLED background check is required prior to hire and at least every two years thereafter.
- The statewide data must include South Carolina and any other state or states the worker has resided in within the prior ten (10) years.

Background Checks *(cont.)*

- Potential employees with felony convictions within the last ten (10) years cannot provide services to SCDHHS/SCDDSN participants or work in an administrative/office position.
- Even if the aide is related to the participant, they **CAN NOT** provide services if they have ever been convicted of a violent felony or if the non-violent felony conviction is less than 10 years old.
- If convicted of a non-violent felony *over 10* years old, participant must be notified
 - A signed written statement from the participant/responsible party acknowledging awareness of the aide's SLED criminal background and agrees that will provide their care must be obtained prior to aide providing services and must be placed in the participant's record.

Questions



Survey

Compliance Office Hours Feedback Survey



