

# Provider Compliance Office Hours

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South Carolina Department of Health and Human Services (SCDHHS)  
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# Welcome

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

# Purpose

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

# Purpose *(cont.)*

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

# What is a Compliance Review?

- 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

# Compliance Review Process

- After the site visit, reviewers will do a quality review of all records.
- Providers will receive a review report of the identified deficiencies. Additional information/guidance is provided by the compliance reviewer.
- For any questions about your review, please reach out to your assigned reviewer.
  - Providers are not always guaranteed to have the same reviewer.

# Corrective Action Plan

- If your score is above 50 you will be required to submit a CAP.
- This CAP must address **all** identified deficiencies and outline the steps your agency will take to ensure the deficiency does not occur in the future.
- Disputes can be submitted with your CAP for consideration. Policy dictates that anything not available at the time of the site visit cannot be accepted.
- Once a CAP has been received, the compliance reviewer will review the information submitted, determine if any points can be returned and send the final findings with a response explaining any changes in score and/or the reason why scores were not changed.

# CAP Response

- The CAP response and final findings for your agency must be reviewed by the **Compliance Action Committee** prior to any required sanctions being imposed.
  - The Compliance Action Committee involves upper leadership; this committee is separate from reviewers.
- Since the Compliance Action Committee meets once a month, this could affect the amount of time before you receive notification of the final findings.
- Once the CAP response and final findings have been approved, the documents will be sent to you via Phoenix and a final findings email will be sent to you.
  - Documents may include a final findings letter, CAP response and the final review report.

# Compliance Review Process: After the Site Visit

- Reviewers will do a quality review of all records.
- You will receive a review report of the identified deficiencies. Additional information/guidance is provided by the compliance reviewer.
- For any questions about your review, please reach out to your reviewer.
  - Providers are not always guaranteed to have the same reviewer.

# Nurse Supervisor

- A nurse supervisor must be currently licensed by South Carolina Board of Nursing as a registered nurse or a licensed practical nurse.
- A current verification of license must be maintained in personnel file.

# Service Provision Form

- All services require prior authorization, which is the Service Provision Form.
- Services should not begin if an authorization is not available.
- Providers will not be paid for services that occur prior to the date of the authorization.
- Authorizations cannot be backdated.
- Providers must print or save the Service Provision Form from Phoenix and maintain it in the participant's record.

**South Carolina Department of Health and Human Services  
Community Long Term Care  
Service Provision Form**

(EX0015) ACME Personal Care  
1800 Main St  
Columbia, SC 29201  
Fax:

Community Long Term Care  
7499 Parklane Rd  
Ste 164  
Columbia, SC 29223  
CLTC Worker: Raven Brook Columbia  
(987) 979-7897

**Participant Information**

Participant's Name	CLTC #	Area	Medicaid #	Age
Mickey Mouse	0000025	Columbia	000000024	66
Birth Date	Gender	Phone Numbers		
03/03/1952	Male	(803) 467-7347 and (803) 237-1791		
Current Phone Number	Flagged for CC?	Phone Type	Phone Location	
(803) 467-7347	Yes		Home Phone	
Address				
1801 Main Street, Columbia, SC 29202				

**Service Information**

Provider	Service	Procedure Code	Rate	Total Units	Frequency
(EX0015) ACME Personal Care	Personal Care I (Home Mgmt.) (PC1)	S5130	12.9	10.0 hours	day
Start Date	End Date (if applicable)	Termination Reason (if applicable)			
05/28/2018	none				

Schedule  
4.0 hours on Monday in the morning  
4.0 hours on Wednesday in the morning  
2.0 hours on Friday in the morning  
Service Specifics

**Primary Contact**


None

Physician

# Service Provision Form *(cont.)*

- Printouts of the webpage (front-facing authorizations) are not accepted as the authorization.
- The form can be accessed by clicking the 'preview' button on the authorization page in Phoenix.
- A password-protected PDF will populate.
  - The password will be the participant's client ID number.

# Authorization Page Example

 Inbox (EX0015) ACME Personal Care - EX0015

Dashboard Profile Users Resolutions Workers Missed Visit Reports Issues

Client requires the use of the mobile application due to lack of landline phone.

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### Personal Care I (Home Mgmt.) (PC1) for (0000025) Mickey Mouse

Authorization	Schedule
<p><b>Client</b> (0000025) Mickey Mouse</p> <p><b>Area:</b> Columbia</p> <p><b>Service:</b> Personal Care I (Home Mgmt.) (PC1)</p> <p><b>Status:</b> Awaiting Provider Response</p> <p><b>Provider Response:</b> Awaiting Response</p> <p><b>Referral ID:</b> 58761</p> <p><b>Rate:</b> 12.9</p> <p><b>Last Updated:</b> 05/18/2018 03:29:18 PM by Roger Kinlaw</p> <p><b>Phone Number:</b> (803) 467-7347 <span>Flagged for Care Call</span></p> <p><b>Phone Type:</b> Type not set</p> <p><b>Phone Location:</b> Home Phone</p>	<p><b>Start Date:</b> 05/28/18</p> <p><b>End Date:</b></p> <p>Service Schedule 4.0 hours on Monday in the morning 4.0 hours on Wednesday in the morning 2.0 hours on Friday in the morning</p> <p>Total: 10.0</p>

Case Manager
<p><b>Name:</b> Raven Brook Columbia</p> <p><b>#:</b> (987) 979-7897</p>

**Rate:**  
12.9

**Last Updated:**  
05/18/2018 03:29:18 PM by Roger Kinlaw

**Phone Number:**  
(803) 467-7347 Flagged for Care Call

**Phone Type:**  
Type not set

**Phone Location:**  
Home Phone

Case Manager
<p><b>Name:</b> Raven Brook Columbia</p> <p><b>#:</b> (987) 979-7897</p>

### Notes

No notes for this authorization.

[Accept](#) [Decline](#) [Preview](#)



[Report a Problem](#)

Documentation  
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# Questions



# Survey

## Compliance Office Hours Feedback Survey



