

QUALITY ASSURANCE REVIEW (QAR) FY19-20



MONTHLY INTERNAL QAR – TIP SHEET

WHO MUST COMPLETE?

- DMC Certified OS/IOS programs

HOW TO LOCATE THE TOOL

1. Optum website (available after July 1, 2019)

Or

2. Email QI Matters to request

WHAT THE TOOL CONSISTS OF

1. Tool – consists of 44 items used to monitor compliance; references for each item are provided.
2. Billing Summary – to document services that are disallowed and the results of this, i.e. correction in SanWITS or repayment process with the Billing Unit
3. Attestation – Program Manager attests to accuracy of the review, no changes were made to charts/group sign-in sheets during review, reviewer did not review their own charts for this internal QAR

HOW TO COMPLETE

1. Each month QM will identify 5 BHS contract clients for the upcoming internal QAR; the list will be sent to each program by the 1st of each month.
2. Complete all elements of the tool; one for each client.
3. Complete the Billing Summary to identify all services that are disallowed based on the review.
4. Program Manager complete/sign the attestation form

HOW TO SUBMIT

1. Email the tool to QI Matters
2. Must be submitted by the 20th of every month

WHAT HAPPENS NEXT

1. QM team will review the submitted self-reviews
 - a. Tools missing information will be returned
 - b. Tools with clients that cannot be found in SanWITS will be returned
2. Results of each review will be returned to each provider within 10 days
3. Billing corrections are due to QM within 14 days of receiving review QM's results. If the service has been billed and repayment is required, provider shall copy QM team on all communication with the Billing Unit.

TIPS

- The tool can be completed by hand (working on providing option in PDF and Excel)
- Hand completed documents should be scanned and sent via email to QI Matters. (NOTE: Tools containing PHI must be encrypted).
- It is recommended that programs keep an internal log of client names/unique client numbers that were reviewed internally each month for the following reasons:
 - In the event the SanWITS Unique Client Number changes for a client, and QM is not able to locate the client in SanWITS.
 - To track which clients have received a review in order to avoid reviewing the same clients each month.