

**Care Management and MI Choice Waiver**

**PROVIDER MONITORING TOOL CHECKLIST**

**Home & Community-Based Services for The Elderly and Disabled**

**General Information**

Required Insurances for review

- ☐ Worker's Compensation
- ☐ Unemployment Taxes
- ☐ Facility/Property (if facility purchased w/state/fed funds)
- ☐ No-Fault Vehicle (agency-owned vehicles)
- ☐ Fidelity Bonding (for persons handling cash)
- ☐ General Liability (AAA Certificate Holder)

Recommended Insurance

Malpractice/Liability  
Professional/Liability

**Program Specifications**

- ☐ Procedures for documenting hours of service

Client Records

- ☐ Assessments (VV)
- ☐ Reassessments (VV)
- ☐ Initial Service Order/Confirmation (VV)
- ☐ Adjusted Service Order/Confirmation (VV)
- ☐ Progress Notes (Flow Sheets with notes) (Chart)
- ☐ Release of Information (If applicable) (Chart)
- ☐ Accident/Incident Reports (If applicable) (Chart)
- ☐ Termination Records (If applicable) (Chart)
- ☐ On-site supervisory visit documentation (Chart)

Policies and Procedures

- ☐ Client confidentiality
- ☐ Clients' appeals/grievances
- ☐ Client feedback/evaluation
- ☐ Clients' rights and responsibilities
- ☐ Emergencies in client's home
- ☐ Personnel

**Care Management and MI Choice Waiver**

- ☐ Recruitment, training and supervision
- ☐ Date of last revision of policy manual
- ☐ Volunteers (if applicable)

**Staffing**

Paid Staff Employee or Volunteer Files

- ☐ Reference Checks
- ☐ TB Test results (card)
- ☐ Copy of certification/license/registration of professional employees
- ☐ Copy of valid driver's license and automobile insurance, if applicable
- ☐ Criminal history screening

Orientation Program

- ☐ Copy of training program or outline of orientation

Private Duty Nursing

- ☐ Current licenses
- ☐ LPNs supervised by RNs
- ☐ Written procedures for administering medications

Personal Care Aides, Homemakers, Respite Workers

- ☐ Typical tasks
- ☐ Certification documentation
- ☐ Inservice training 2 times per years, including length of trainings
- ☐ Annual in-service training plan (for review)
- ☐ Training topics covered in last 12 months
- ☐ Any additional training courses offered?
- ☐ RN supervisory visits include: Name & title of supervisor, person supervised and location of on-site supervision (client ID only, no name)
- ☐ Policy on dispensing of nonprescription medications
- ☐ Procedure governing the dispensing or administration or prescription medications

**Service Coordination**

- ☐ Procedure for notifying Care Managers of client changes
- ☐ Policy/Procedure for notifying Care Managers of discontinuing services
- ☐ Policy/Procedure for notifying Care Managers of client appointments
- ☐ Policy/Procedure for notifying Care Managers when paid staff fail to show up

**Other**

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- ☐ Services available to public--Private Pay Rate same
- ☐ Technical assistance or training needed
- ☐ Agency services publicized
- ☐ Any problems encountered in past 12 months

**Billing**

- ☐ Progress notes (flow sheets) and signed timesheets correspond to billing dates of service