

**Family Support Council Meeting – 2/2/2019**  
**Department of Social Services Program Audit Findings**

The Department of Social Services (DSS), in an effort to strengthen overall administrative oversight of program integrity activities for waiver programming delivered by the Department of Human Services (DHS), recently completed a through review of the Family Support Waiver Program.

During the review, the DSS examined samples of 74 claims for Service Coordination, 74 claims for Personal Care Services, 38 claims for Respite Care Services, and 41 claims for Companion Care Services paid for through the Family Support Waiver Program. The review timeframe included June 2016 through May 2018.

The review resulted in the following recommendations:

***System Changes***

1. All services should have set rates not just “billed charges” for companion care, personal care and respite care services.
2. Implement Electronic Visit Verification (EVV) system, as outlined in 21<sup>st</sup> Century CURES Act, to the verify requirements listed below for Personal Care Services (PCS):
  - Type of service performed;
  - Individual receiving the service;
  - Date of the service;
  - Location of service delivery;
  - Individual providing the service;
  - Time the service begins and ends.

***Training***

1. Specific tasks provided supporting the procedure code billed must be documented and available upon request. This documentation can be documented in FOCoS, written or saved on any digital saving device. These records need to be kept and available for six years.
2. Itemized statements of what was purchased should be put in FOCoS or kept and available for six years.
3. All documentation for services must include recipients full name, date of service, signature of who is providing the service, and date signed.
4. DHS should provide template for PCS providers to document tasks provided.
5. Request for increase of services; previous FOCoS entries should be reviewed by DHS to determine if the increase is necessary.
6. Define service coordination, what is allowed of a service coordinator in detail and what is not allowed in detail. Coordinators also need to know what to bill under what code. Examples including; service coordinators should not to be taking participants to camps, conferences, making appointments for minor children, setting up bus rides for minor children, picking up prescriptions, purchasing cigarettes and delivering to recipient, etc.
7. Parent/Guardian/Spouse should have detailed guidelines and/or goals for recipients to encourage independence as much as possible.

8. Clarification of services that can or cannot be provided under billable services. Example of provider taking groups and how this is to be billed (if group is allowed how many per group)?
9. Service Coordinator is suspicious of services not being provided for personal, respite and companion cares and time is being entered into FOCoS should be reported to DHS for further review.
10. Goals – detailed explanation of items wanting to purchase. Example; specialized Durable Medical Equipment, manufacturer, who is providing the service and what types of services being provided.

***Operational Enhancements***

1. Ability to scan and attach invoices, signed care plans, etc. into the FOCoS system.
2. Update and implement Financial Assistance Guidelines. There are overlapping descriptions within the different services.
3. Additional DHS staff to help with approvals and increase requests.
4. Prepayment review of service coordinators in question.
5. Process for DHS identifying higher level of care.
6. Adding Chore Services to the financial assistance categories.
7. Clear guidelines for DHS staff for approving goals.