

REQUEST FOR MEDICAL RECORDS

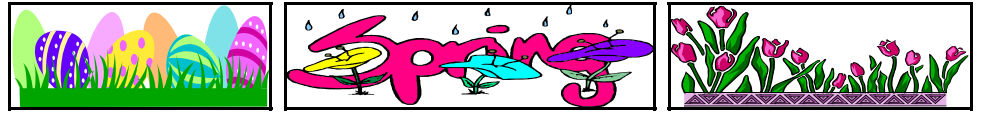
Medicaid is in process of requesting records as part of the Payment Accuracy Measurement (PAM) project they have been involved in for the past several years. The clients whose records are reviewed are selected randomly and are across all areas of Medicaid services.

It is very important that every agency that receives this request responds appropriately. No response is treated as a billing discrepancy which resulted in an 85% billing accuracy average last year for the waivers.

The letter asks for medical records, which may be confusing for those providers who are not providing what they consider to be medical services. Any of the

services that are reimbursed by Medicaid are considered medical records for audit purposes.

The letter specifies the name of the client and the dates of service that are being reviewed. It also indicates what part of the records are being requested. There is also a phone number provided, if you have any questions. ☺



Happy Spring! It is so cool to hear the birds giving their concerts early in the mornings. It almost makes the time change worth it!!

The Conference is really getting close, and the excitement is building. We have received a number of sensational nominations for the "Case Manager/Care Coordinator of the Decade" nominations. I think

the nominees will be pleasantly surprised to see where the nominations have come from. It further proves that you are important in the communities as well as in the lives of your clients and their families .

We do appreciate all of you and your individual talents, and if it were possible, you would all be awarded the "Case Manager/ Care Coordinator of the Century". ☺

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QUALITY ASSURANCE/ QUALITY IMPROVEMENT

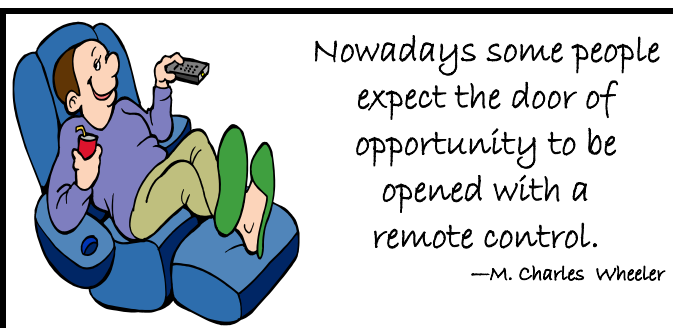
We all know there is much more to providing services in the home than rendering the service, billing and getting paid. As Waiver providers, you are also obligated to protect the health and welfare of your clients. It is difficult to prove that this is being done without some kind of data collection system.

A quality assurance/quality improvement (QA/QI) plan is being developed by our office for both the LTC/HCBS Waiver and the Assisted Living Facility Waiver. MED-STAT, under a contract with CMS, is assisting us with the development and implementation. Part of that program will involve a consistent statewide incident tracking process, as well as methods to collect data that will be used for program evaluation. The on-site visit forms and the Client Evaluation forms are being revised to be more quantitative and the Case Manager Monthly Evaluation may also be revised.

Needless to say, we are going to need your help and cooperation to make any QA/QI efforts work. It would be very helpful if each agency would provide us with

their current incident tracking procedure. There is no need to reinvent the wheel if some of you are already using a wonderful system that we could build on. If you are willing to share what you are doing, and are coming to the Conference please bring it with you. Those who are not attending the Conference can fax the information to our office.

By working together we can develop a system that will meet your needs as a provider and also help us be able to gather the data we will need to prove what a good job you all are doing. ☺



10th ANNUAL CASE MANAGER'S CONFERENCE

We are getting excited about the 10th Annual case Manager's Conference and are looking forward to seeing everyone there. We think we have come up with an exciting agenda and are looking forward to being in Lander.

There is still time to nominate a "Case Manager/Care Coordinator of the Decade". The nominations can come from anyone and can be faxed, mailed or e-mailed to our office.

If you are planning to attend the Western Cookout and have any easily transported lawn chairs, please feel free to bring them.

We would like to hear from anyone or group that is willing to perform a skit or other entertainment for the Awards Banquet.

See you there! ☺

*There is still time
to nominate a
"Case Manager/Care
Coordinator of the Decade"*

WAITING LIST INFORMATION

Due to the incredible numbers of deaths the last few months the LTC/HCBS waiting list is at 105, the lowest number in recent memory. As you may have noticed, the waiting time is also shorter. It is now taking less than three months to work to the top of the list.


The Assisted Living Facility waiting list is at 40 and is still taking six months to work to the top.

Please keep us updated when the status changes for anyone on either list. This is especially impor-

tant for the ALF Waiver discharges with the lengthy waiting time that is involved.

Many of you are putting the same client on both waiting lists. Please be sure to send us two packets on these individuals as we keep separate waiting lists and the Plans of Care are also different. ☺





Just One

One song can spark a moment,
One flower can wake the dream.
One tree can start a forest,
One bird can herald spring.
One smile begins a friendship,
One handshake lifts a soul.
One star can guide a ship at sea,
One word can frame a goal.
One vote can change a nation,
One sunbeam lights a room.
One candle wipes out darkness,
One laugh will conquer gloom.
One step must start each journey.
One word must start each prayer.
One hope will raise our spirits,
One touch can show you care.
One voice can speak with wisdom,
One heart can know what's true.

One life can make a difference,
You see, it's up to you!

—Author Unknown

Case Manager Training

April 20, 2004

10 am - 3 pm

at

The Riverton Public Library Community Room

1330 Park Avenue

Riverton, WY

(Please call Colleen at 307.777.7861 to register)



HOME
SWEET
HOME



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