

## TO BE RESCINDED

5101:3-32-07      **Quality assurance.**

- (A) Providers are required to undergo quality assurance reviews conducted by ODJFS or its designee. The ODA and COAAA shall conduct quality assurance reviews through in-person visits with consumers and providers and record reviews at least annually. The COAAA will also conduct ongoing quality assurance monitoring.
- (B) ODJFS, or its designee, shall operate a quality assurance oversight program of choices waiver providers. The purpose of the oversight program is:
- (1) Monitoring of compliance with choices waiver program requirements; and
  - (2) Identification of negative outcomes to consumers resulting from service provider actions or inactions.
- (C) The review process may include, but not be limited to, outcome-based interviews with consumers, on-site provider visits for examination or collection of records, and/or desk reviews of documentation submitted by providers. The review shall confirm that consumer outcomes, including but not limited to the following are met:
- (1) The consumer's environment is free from hazards that threaten the health and safety of the consumer;
  - (2) The consumer receives services that are based on the consumer's functional abilities that justify the need for services;
  - (3) The consumer's services are monitored on a basis consistent with needs;
  - (4) The consumer's status is monitored in order to identify changes which could lead to harm or deterioration; and
  - (5) The consumer's rights are upheld.
- (D) Follow-up actions based on the findings of the reviews may include, but are not limited to, any of the following:
- (1) Contact with the provider when it is reported that a consumer's care is suspect, and/or there is a serious and immediate threat to the consumer's health and safety;

- (2) Notification of the provider in writing of the review findings;
  - (3) A request that the provider prepare and submit a corrective action plan;
  - (4) The provision of technical assistance to the provider; and
  - (5) As necessary, the imposition of sanctions on providers. Such sanctions include, but are not limited to:
    - (a) Placing a referral freeze on the provider;
    - (b) Transferring consumers to another provider;
    - (c) Suspension of the medicaid provider agreement until the corrective action plan has been completed; and
    - (d) Termination of the medicaid provider agreement.
- (E) ODJFS, or its designee, may conduct satisfaction surveys of consumers as part of its quality assurance oversight program, and may make all or part of the results available to consumers and Choices providers.
- (F) The COAAA shall:
- (1) Monitor provider performance in accordance with applicable provider requirements and the consumer's service plan;
  - (2) Monitor and record consumer outcomes;
  - (3) Maintain documentation and records in accordance with state requirements;
  - (4) Perform follow-up activities described in paragraph (D) of this rule as applicable.
- (G) As a result of a review the provider may appeal any corrective actions required of them in accordance with the process contained in rule 5101:3-31-16 of the Administrative Code.
- (H) ODJFS shall be responsible for oversight of the ODA quality assurance activities

which may include, but not be limited to, in-person visits with consumers and providers.

Effective:

R.C. 119.032 review dates: 02/09/2007

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Certification

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Date

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