

Early Intervention QMR Process

Selection of Sites and Records

- DMAS identifies the local systems to be reviewed (6-7 per year).
- DMAS determines how many children's records will be reviewed and randomly selects which children's claims will be reviewed.

Local System Notification

- DBHDS notifies the Local system 4 weeks prior to a desk review to provide time for the local system to gather, copy and send the required documents ahead of the scheduled review. Local system sends the required documents to DBHDS and faxes a list of parents who agreed to be interviewed to Old Dominion Social Sciences Research Center (ODU SSRC).

Review Process

- DBHDS monitoring team and TA assigned to the Local System complete the QMR record reviews.
- During the review, DBHDS staff may request additional documentation necessary for the review.
- ODU SSRC conducts family satisfaction interviews.
- DBHDS convenes an exit conference with the Local System Managers to provide a brief overview of the findings and to provide information about the next steps in the process.

Preliminary Report

- DBHDS sends the written preliminary QMR report within 30 calendar days to the local system (Local System Manager, his/her Supervisor and the Local Lead Agency Director), to provider agencies (who billed for the reviewed claims) and to DMAS. The report includes strengths; areas requiring technical assistance or correction, including Part C violations; and a preliminary list of claims which may require retraction if additional documentation or explanation is not available or sufficient.
- The Local System and providers have 30 calendar days from receipt of the report to provide additional documentation. During this time period, local system and providers may also make billing adjustments for any services for which information to support the claims is not available (and provide documentation of billing adjustments to the QMR Team Leader).

Final Report

- DBHDS sends the final QMR report, including the retraction list to the local system (Local System Manager, his/her Supervisor and the Local Lead Agency Director) and to provider agencies within 30 calendar days of receipt of additional information from the local system and/or providers. Copies are sent to DMAS, the Early Intervention Administrator, and the DBHDS early intervention Monitoring and TA Consultants. Information from the family interviews are incorporated into the final report. The final report includes a summary of strengths, including information from the family interviews, areas requiring TA and/or correction, including Part C violations; list of retractions; and a copy of the family interview summary report.

Follow Up

- The DMAS fiscal unit follows up with the provider agencies for claims listed on the retraction list
- DBHDS TA/Monitors support the local system's work to correct any identified compliance issues and to improve practices identified as needing improvement. The TA/monitoring work is weaved into the ongoing work with the local system.