

**Pope County Human Services
Pope County Public Health
Waiver Review Follow-up
Corrective Action Plan
January 7, 2013**

Waiver Review Requirement

Beginning immediately, ensure that each participant case file includes signed documentation that participants have been informed of the county's privacy practices in accordance with HIPAA on an annual basis.

Corrective Action Plan

Staff training was provided immediately that signed documentation is needed annually when clients have been informed of county's privacy practices. Each client identified received their notice of Privacy Rights and documentation of compliance was recorded on the compliance worksheet. DHS form 2727 "Program Information and Signature Sheet" was revised to include DHS 3979 "Notice of Privacy Practices" on the checklist. The Program Information and Signature Sheet allows for client signature and will now be used annually at reassessments for verification of information received and signatures obtained on an annual basis.

Waiver Review Requirement

Beginning immediately, ensure that each participant case file includes signed documentation that participants have been informed of their right to appeal on an annual basis.

Corrective Action Plan

Staff training was provided immediately that signed documentation is needed annually that clients have been informed of their right to appeal. Each client identified received information on their Right to Appeal and documentation of compliance was recorded on the compliance worksheet. The DHS form 2727, "Program Information and Signature Sheet" includes "Your Right to Appeal" form # 1941 and DHS form # 0033 on the checklist. The "Program Information and Signature Sheet", DHS 2727, allows for client signature and will now be used annually at reassessments for verification on information received and signatures obtained on an annual basis.

Waiver Review Requirement

Beginning immediately, case managers must conduct face-to-face visits with participants as required in the federally approved waiver plan.

Corrective Action Plan

Case managers will specify face-to face visits on their case management notes and schedule such visits to be compliant within the biannual time frames. Allowance for rescheduling if client cancel is considered. Case managers have been informed if client's refuse visits, they are to inform clients, Face-to-Face visits are to be provided at a minimum, biannually, and are part of the waiver requirement. Documentation expectations of specifying face-to-face visits in client charts have been reviewed also with case managers.

Waiver Review Requirement

Submit the Case File Compliance Worksheet within 60 days of the Waiver Review Team's site visit.

Corrective Action Plan

Although this item did not require a corrective action plan, a response was required prior to December 17, 2012. Pope County submitted a completed report on December 13, 2012, verifying correction of all needed items.