



NORMAN COUNTY SOCIAL SERVICES

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Norman County Social Services Waiver Review Correction Action Plan

1. **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.** It is required that all HCBS participants have a completed documentation of informed rights included in their case file. One out of eight CADI cases and one out of eight EW cases did not have documentation in the case file showing that participants had been informed of their right to appeal. In addition, one out of eight CADI cases, six out of eight EW cases, and two out of five AC cases did not have documentation that the participant had been informed of their right to appeal within the past year.

The corrective action plan is Norman County Social Services will keep a signed notice of right to appeal in the clients file and give a copy of the client's right to appeal to the client. This Notice was giving to the client but no signature was requested, starting immediately the form will be signed by the client.

2. **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.** It is required that all HCBS participants have signed documentation in their case file stating that they have been informed of the county's privacy practices on an annual basis. Currently, three out of eight EW cases, one out of five AC cases, and one out of eight DD cases did not have documentation that the participant had been informed of the county's privacy practices in accordance with HIPAA within the past year.
3. **The corrective action plan is** Norman County Social Services (NCSS) will keep signed documentation of the Notice of Privacy Rights in the clients file starting immediately. NCSS has always giving this form to the client's but there was not a place for signature on the form, starting immediately the client will sign the Notice of Privacy Rights Form.