



Community & Veterans Services

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HCBS Waiver Review Corrective Action Plan

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Beginning immediately, ensures that care plans for HCBS participants in all programs include the required documentation of participant health and safety issues.

Case managers have received and will receive ongoing instruction on proper documentation to ensure detail is sufficient to clearly communicate services that address participants' health and safety issues. Case managers will include copies of participants' *Risk Management* and *Emergency Back-up Plans* in the care plan. A line on the *Case Monitoring/Review of Services Plan* document will be added to remind case managers to review and update the health and safety issues on the care plan at each review and assessment.

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

A line item and check box was added to the *Community Support Plan* signature page to remind case managers to review the participants' right to appeal as well as document that the participant received it annually.

Beginning immediately, ensures 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.

A line item and check box was added to the *Community Support Plan* signature page to remind case managers to review the county's privacy practices and HIPAA regulations with participants as well as document that the participant received it annually.

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

Case managers will keep client checklists in the participants' files that trigger the need to conduct annual assessments and face-to-face visits. All files will include the *Case Monitoring/Review of Services Plan* document so that case managers can more easily note when visits are due as well as clearly document that visits were conducted.

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

Completed and submitted September 28, 2012.

Attachments include the Case Monitoring/Review of Services Plan and the Community Support Plan.