

**Far Northern Regional Center  
Targeted Case Management and  
Nursing Home Reform  
Monitoring Review Report**

**Conducted by:**

**Department of Developmental Services**

**June 20–22, 2016**

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## EXECUTIVE SUMMARY

The Department of Developmental Services (DDS) conducted a federal compliance monitoring review of the Targeted Case Management (TCM) and Nursing Home Reform (NHR) programs from June 20–22, 2016, at Far Northern Regional Center (FNRC). The monitoring team selected 35 consumer records for the TCM review. A sample of 10 records was selected for consumers who had previously been referred to FNRC for an NHR assessment.

### Purpose of the Review

Case management services for regional center consumers with developmental disabilities were added as a medical benefit to the Medi-Cal State Plan in 1986 under Title XIX of the Social Security Act. TCM services are those “. . . services which will assist individuals in gaining access to needed medical, social, educational, and other services.” DDS implemented the TCM program statewide on July 1, 1988.

The NHR Pre-Admission Screening/Resident Review (PAS/RR) program involves determining whether an individual in a nursing facility with suspected developmental disabilities is developmentally disabled and requires specialized services.

### Overview of the TCM/NHR Compliance Monitoring Protocol

The review criteria for the TCM and NHR programs are derived from federal and state statutes and regulations and the Centers for Medicare & Medicaid Services' guidelines relating to the provision of these services.

### Findings

#### Section I – Targeted Case Management

Thirty-five consumer records, containing 2,231 units, were reviewed for three criteria. The sample records were 100 percent in compliance for criterion 1 (TCM service and unit documentation matches the information transmitted to DDS), 96 percent in compliance for criterion 2 (TCM service documentation is consistent with the definition of TCM service), and 100 percent in compliance for criterion 3 (TCM service documentation identifies the individual who wrote the note and the date the note was completed).

#### Section II – Nursing Home Reform

Ten consumer records were reviewed for three criteria. The 10 sample records were 100 percent in compliance for criterion 1 (records contain evidence of DDS' NHR referrals), 100 percent in compliance for criterion 2 (reporting disposition of referrals to DDS), and 100 percent in compliance for criterion 3 (submission of billing claims forms).

## SECTION I TARGETED CASE MANAGEMENT

### Criterion

1. The Targeted Case Management (TCM) service and unit documentation matches information transmitted to the Department of Developmental Services (DDS).

### Finding

FNRC transmitted 2,231 TCM units to DDS for the 35 sample consumers. All of the recorded units matched the number of units reported to DDS.

### Recommendation

None

2. The TCM service documentation billed to DDS is consistent with the definition of TCM service.

Allowable TCM units are based on services which assist consumers to gain access to needed social, educational, medical or other services and include the following components: 1) assessment and periodic reassessment to determine service needs; 2) development and periodic revision of an individual program plan (IPP) based on the information collected through the assessment or reassessment; 3) monitoring and follow-up activities, including activities and contacts that are necessary to ensure that the IPP is effectively implemented and adequately addresses the needs of the consumer; and 4) referral and related activities to help the consumer obtain needed services. However, it is important to note that TCM does not include the direct provision of these needed services.

### Findings

The 35 sample consumer records contained 2,231 billed TCM units. Of this total, 2,150 (96 percent) of the units contained descriptions that were consistent with the definition of TCM services. Eighty-one of the billed units had descriptions of activities that were not consistent with the definition of TCM services. Detailed information on these findings and the specific actions required will be sent under a separate cover letter.

Recommendations	Regional Center Plan/Response
FNRC should ensure that the time spent on the identified activities that are inconsistent with TCM services (sent separately) is reversed.	FNRC has reversed or reduced time spent on the identified activities that are inconsistent with TCM claimable services; the only exception is for consumer #26 (see separate report for specifics); All service coordinators will attend a mandatory training on 8/23/17 covering the basics of TCM billable activities.

3. The TCM documentation identifies the service coordinator recording the notes and each note is dated.

Finding

The TCM documentation in the 35 sample consumer records identified the service coordinator who wrote the note and the date the service was completed.

Recommendation

None

## SECTION II NURSING HOME REFORM

### Criterion

1. There is evidence of dispositions for the Department of Developmental Services' (DDS) Nursing Home Reform (NHR) referrals.

### Finding

The 10 sample consumer records contained a copy of the Pre-Admission Screening/Resident Review (PAS/RR) Level I form, or NHR automated printout.

### Recommendation

None

2. The disposition is reported to DDS.

### Finding

The 10 sample consumer records contained a PAS/RR Level II document or written documentation responding to DDS' request for a disposition.

### Recommendation

None

3. The regional center submitted a claim for the referral disposition.

### Finding

The billing information for all 10 sample consumers had been entered into the AS 400 computer system.

### Recommendation

None

**SAMPLE CONSUMERS  
TCM Review**

<b>#</b>	<b>UCI</b>	<b>#</b>	<b>UCI</b>
1	XXXXXX	19	XXXXXX
2	XXXXXX	20	XXXXXX
3	XXXXXX	21	XXXXXX
4	XXXXXX	22	XXXXXX
5	XXXXXX	23	XXXXXX
6	XXXXXX	24	XXXXXX
7	XXXXXX	25	XXXXXX
8	XXXXXX	26	XXXXXX
9	XXXXXX	27	XXXXXX
10	XXXXXX	28	XXXXXX
11	XXXXXX	29	XXXXXX
12	XXXXXX	30	XXXXXX
13	XXXXXX	31	XXXXXX
14	XXXXXX	32	XXXXXX
15	XXXXXX	33	XXXXXX
16	XXXXXX	34	XXXXXX
17	XXXXXX	35	XXXXXX
18	XXXXXX		

**NHR Review**

<b>#</b>	<b>UCI</b>
NHR 1	XXXXXX
NHR 2	XXXXXX
NHR 3	XXXXXX
NHR 4	XXXXXX
NHR 5	XXXXXX
NHR 6	XXXXXX
NHR 7	XXXXXX
NHR 8	XXXXXX
NHR 9	XXXXXX
NHR 10	XXXXXX

## ATTACHMENT I

### TCM DISTRIBUTION OF FINDINGS

CRITERION PERFORMANCE INDICATOR Sample Size: 35 Records Billed Units Reviewed: 2,231	# OF OCCURRENCES			% OF OCCURRENCES	
	YES	NO	NA	YES	NO
1. The TCM service and unit documentation matches the information transmitted to DDS.	2,231			100	
2. The TCM service documentation billed to DDS is consistent with the definition of TCM service.	2,150	81		96	4
3. The TCM documentation identifies the service coordinator recording the notes and each note is dated.	2,231			100	

### NHR DISTRIBUTION OF FINDINGS

CRITERION PERFORMANCE INDICATOR Sample Size: 10 Records	# OF OCCURRENCES			% OF OCCURRENCES	
	YES	NO	NA	YES	NO
1. There is evidence of dispositions for DDS NHR referrals.	10			100	
2. Dispositions are reported to DDS.	10			100	
3. The regional center submits claims for referral dispositions.	10			100	