

**Regional Center of Orange County
Targeted Case Management and
Nursing Home Reform
Monitoring Review Report**

Conducted by:

Department of Developmental Services

October 1-4, 2007

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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 October 1-4, 2007 at Regional Center of Orange County (RCOC). The monitoring team selected 50 consumer records for the TCM review. A sample of ten records was selected for consumers who had previously been referred to RCOC for a NHR assessment. The period of review was from August 1, 2006 – July 31, 2007.

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

Fifty consumer records, containing 4,316 billed units, were reviewed for three criteria during the period of review. The sample records were 100% in compliance for criterion 1 (TCM service and unit documentation matches the information transmitted to DDS), 96% in compliance for criterion 2 (TCM service documentation is consistent with the definition of TCM service), and 100% in compliance for criterion 3 (TCM service documentation is signed and dated by appropriate RCOC personnel).

Section II – Nursing Home Reform

Ten consumer records were reviewed for three criteria. The sample records were 100% in compliance for all three criteria.

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).

Findings

RCOC transmitted 4,316 TCM units to DDS for the 50 sample consumers. Documentation supporting all of these units was found in the sample consumer records.

Recommendations

None.

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

Findings

The sample of 50 consumer records contained 4,316 billed TCM units. Of this total, 4,151 (96%) of the units contained descriptions that were consistent with the definition of TCM services. Allowable TCM units are based on services which assist consumers and/or their families to gain access to resources and services; assessment of level of functioning to assist in determining the appropriate care, training, and services to be provided to consumers and/or their families; reviewing and analyzing consumers' medical, social, and psychological evaluations; consulting with other professionals; and developing consumers' individual program plans.

One hundred sixty-five of the billed TCM units had descriptions of activities that were not consistent with the definition of TCM services, were not sufficient to determine if the activities could be considered case management, or appeared to be duplicates of other entries. Detailed information on these findings and the specific actions required has been sent under separate cover letter.

Recommendation	Regional Center Plan/Response
RCOC should ensure that the time spent on the identified activities that are inconsistent with TCM claimable services (sent separately) is reversed.	Please see attached document detailing TCM reversals.

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

Findings

The TCM documentation in the 50 sample consumer records identified the service coordinator and the date the note was completed.

Recommendations

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.

Findings

The ten sample consumer records contained either a Pre-Admission Screening/Resident Review (PAS/RR) Level I document or NHR automated printout.

Recommendations

None.

2. The disposition is reported to DDS.

Findings

The ten sample consumer records contained either a PAS/RR Level II document or written documentation responding to a Level I referral.

Recommendations

None.

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

Findings

The billing information for the ten sample consumers had been electronically transmitted to DDS.

Recommendations

None.

SAMPLE CONSUMERS
TCM Review

#	UCI	#	UCI
1	XXXXXX	26	XXXXXX
2	XXXXXX	27	XXXXXX
3	XXXXXX	28	XXXXXX
4	XXXXXX	29	XXXXXX
5	XXXXXX	30	XXXXXX
6	XXXXXX	31	XXXXXX
7	XXXXXX	32	XXXXXX
8	XXXXXX	33	XXXXXX
9	XXXXXX	34	XXXXXX
10	XXXXXX	35	XXXXXX
11	XXXXXX	36	XXXXXX
12	XXXXXX	37	XXXXXX
13	XXXXXX	38	XXXXXX
14	XXXXXX	39	XXXXXX
15	XXXXXX	40	XXXXXX
16	XXXXXX	41	XXXXXX
17	XXXXXX	42	XXXXXX
18	XXXXXX	43	XXXXXX
19	XXXXXX	44	XXXXXX
20	XXXXXX	45	XXXXXX
21	XXXXXX	46	XXXXXX
22	XXXXXX	47	XXXXXX
23	XXXXXX	48	XXXXXX
24	XXXXXX	49	XXXXXX
25	XXXXXX	50	XXXXXX

NHR Review

#	UCI
1	XXXXXX
2	XXXXXX
3	XXXXXX
4	XXXXXX
5	XXXXXX
6	XXXXXX
7	XXXXXX
8	XXXXXX
9	XXXXXX
10	XXXXXX

**ATTACHMENT I
 TCM DISTRIBUTION OF FINDINGS**

CRITERION PERFORMANCE INDICATOR Sample Size: 50 Records Billed Units Reviewed: 4,316	# OF OCCURRENCES			% OF OCCURRENCES	
	YES	NO	NA	YES	NO
1. The TCM service and unit documentation matches the information transmitted to DDS.	4,316			100	
2. The TCM service documentation billed to DDS is consistent with the definition of TCM service.	4,151	165		96	4
3. The TCM service documentation is signed and dated by appropriate regional center personnel.	4,316			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	