

MI Choice Compliance Determination

Agency: UPCAP Care Management, Inc.

Review Year: 2017

UPCAP Care Management, Inc.	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus I: Intake and Eligibility	4.00	UPCAP Care Management, Inc. substantially meets assurances.
Focus II A: Person-Centered Service Planning	4.00	UPCAP Care Management, Inc. substantially meets assurances.
Focus II B: Person-Centered Service Delivery	2.00	UPCAP Care Management, Inc. does not fully or substantially demonstrate assurance, though there is evidence that it may be clarified or readily addressed.
Focus IV: Participant Safeguards	4.00	UPCAP Care Management, Inc. substantially meets assurances.
Focus V: Participant Rights and Responsibilities	4.00	UPCAP Care Management, Inc. substantially meets assurances.
OVERALL CQAR COMPLIANCE LEVEL:	3.58	UPCAP Care Management, Inc. substantially meets assurances.

Rating Scale For Clinical Quality Assurance Review Compliance Level:

SUBSTANTIAL COMPLIANCE:	3.26 or higher
SOME COMPLIANCE, NEEDS IMPROVEMENT:	2.51 to 3.25
NOT FULL OR SUBSTANTIAL COMPLIANCE:	1.76 to 2.50
COMPLIANCE NOT DEMONSTRATED:	1.00 to 1.75