

# MI Choice Clinical Quality Assurance Review

## Final Agency Compliance Determination

UPCAP Services, Inc.

Fiscal Year: 2021

UPCAP	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus 1: Level of Care Determination	4.00	UPCAP substantially meets assurances.
Focus 2: Freedom of Choice	1.00	UPCAP does not demonstrate the assurance.
Focus 3: Release of Information	4.00	UPCAP substantially meets assurances.
Focus 4: Status	4.00	UPCAP substantially meets assurances.
Focus 5: Pre-Planning	4.00	UPCAP substantially meets assurances.
Focus 6: Assessment	4.00	UPCAP substantially meets assurances.
Focus 7: Medication Record	3.34	UPCAP substantially meets assurances.
Focus 8: Person-Centered Service Planning	4.00	UPCAP substantially meets assurances.
Focus 9: MI Choice Services	4.00	UPCAP substantially meets assurances.
Focus 10: Linking and Coordinating	4.00	UPCAP substantially meets assurances.
Focus 11: Follow-Up and Monitoring	2.05	UPCAP does not fully or substantially demonstrate assurance, though there is evidence that it may be clarified or readily addressed.
Focus 12: Service Provider	4.00	UPCAP substantially meets assurances.
Focus 13: Contingency Plan	2.70	UPCAP demonstrates assurance, but MDHHS recommends improvements or requires additional information.
Focus 14: Critical Incidents	N/A	This Focus Area was Non-Applicable to the Review Year.
Focus 15: Adverse Benefit Determination	4.00	UPCAP substantially meets assurances.
Focus 16: Complaints and Grievances	4.00	UPCAP substantially meets assurances.
Focus 17: Home and Community Based Services	4.00	UPCAP substantially meets assurances.
<b>OVERALL CQAR COMPLIANCE LEVEL:</b>	<b>3.84</b>	<b>UPCAP substantially meets assurances.</b>

**Rating Scale For Clinical Quality Assurance Review Compliance Level:**

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