

MI Choice Clinical Quality Assurance Review

Final Agency Compliance Determination

UPCAP Services, Inc.

Fiscal Year: 2022

UPCAP	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus 1: Level of Care Determination	4.00	UPCAP substantially meets assurances.
Focus 2: Freedom of Choice	4.00	UPCAP substantially meets assurances.
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	3.35	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	2.70	UPCAP demonstrates assurance, but MDHHS recommends improvements or requires additional information.
Focus 12: Service Provider	4.00	UPCAP substantially meets assurances.
Focus 13: Contingency Plan	2.05	UPCAP does not fully or substantially demonstrate assurance, though there is evidence that it may be clarified or readily addressed.
Focus 14: Critical Incidents	2.05	UPCAP does not fully or substantially demonstrate assurance, though there is evidence that it may be clarified or readily addressed.
Focus 15: Adverse Benefit Determination	1.00	UPCAP does not demonstrate the assurance.
Focus 16: Complaints and Grievances	4.00	UPCAP substantially meets assurances.
Focus 17: Home and Community Based Services	N/A	This Focus Area was Non-Applicable to the Review Year.
OVERALL CQAR COMPLIANCE LEVEL:	3.66	UPCAP 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