

MI Choice Clinical Quality Assurance Review

Final Agency Compliance Determination

Senior Services

Fiscal Year: 2019

| Senior Services | COMPLIANCE LEVEL | COMPLIANCE DETERMINATION |
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| Focus I: Level of Care Determination (I.B.2.a) | 4.00 | Senior Services substantially meets assurances. |
| Focus II: Freedom of Choice (I.B.2.b) | 4.00 | Senior Services substantially meets assurances. |
| Focus III: Release of Information (V.F.2.a) | 4.00 | Senior Services substantially meets assurances. |
| Focus IV: Status (I.B.2.e) | 4.00 | Senior Services substantially meets assurances. |
| Focus V: Pre-Planning | 4.00 | Senior Services substantially meets assurances. |
| Focus VI: Assessment | 4.00 | Senior Services substantially meets assurances. |
| Focus VII: Medication Record (IV.E.2.a) | 4.00 | Senior Services substantially meets assurances. |
| Focus VIII: Person-Centered Service Planning | 4.00 | Senior Services substantially meets assurances. |
| Focus IX: MI Choice Services | 4.00 | Senior Services substantially meets assurances. |
| Focus X: Linking and Coordinating (II.B.2.a) | 4.00 | Senior Services substantially meets assurances. |
| Focus XI: Follow-Up and Monitoring | 2.67 | Senior Services demonstrates assurance, but MDHHS recommends improvements or requires additional information. |
| Focus XII: Service Provider (II.B.2.e) | 4.00 | Senior Services substantially meets assurances. |
| Focus XIII: Contingency Plan (IV.F.2.a) | 4.00 | Senior Services substantially meets assurances. |
| Focus XIV: Critical Incidents (IVB2b, IVB2bi, IVB2c, IVB2d) | 2.00 | Senior Services does not fully or substantially demonstrate assurance, though there is evidence that it may be clarified or readily addressed. |
| Focus XV: Adverse Benefit Determination (V.D.2.a) | 3.00 | Senior Services demonstrates assurance, but MDHHS recommends improvements or requires additional information. |
| Focus XVI: Complaints and Grievances (V.E.2.b) | N/A | This Focus Area was Non-Applicable to the Review Year. |
| Focus I: Communication | 4.00 | Senior Services substantially meets assurances. |
| OVERALL CQAR COMPLIANCE LEVEL: | 3.85 | Senior Services substantially meets assurances. |

Rating Scale For Clinical Quality Assurance Review Compliance Level:

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| 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 |