

# Final Agency Compliance Determination Report

Agency: UPCAP Care Management, Inc.

Review Year: 2018

UPCAP Care Management, Inc.	TOTAL	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus I: Intake and Eligibility	0.526	4.00	UPCAP Care Management, Inc. substantially meets assurances.
Focus II A: Person-Centered Service Planning	0.947	4.00	UPCAP Care Management, Inc. substantially meets assurances.
Focus II B: Person-Centered Service Delivery	0.895	4.00	UPCAP Care Management, Inc. substantially meets assurances.
Focus IV: Participant Safeguards	1.316	4.00	UPCAP Care Management, Inc. substantially meets assurances.
Focus V: Participant Rights and Responsibilities	0.316	4.00	UPCAP Care Management, Inc. substantially meets assurances.
<b>OVERALL CQAR COMPLIANCE LEVEL:</b>		<b>4.00</b>	<b>UPCAP Care Management, Inc. 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