

MI Choice Clinical Quality Assurance Review

Final Agency Compliance Determination

Reliance Community Care Partners

Fiscal Year: 2020

Reliance Community Care Partners	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus I: Level of Care Determination (I.B.2.a)	4.00	Reliance Community Care Partners substantially meets assurances.
Focus II: Freedom of Choice (I.B.2.b)	4.00	Reliance Community Care Partners substantially meets assurances.
Focus III: Release of Information (V.F.2.a)	4.00	Reliance Community Care Partners substantially meets assurances.
Focus IV: Status (I.B.2.e)	4.00	Reliance Community Care Partners substantially meets assurances.
Focus V: Pre-Planning	4.00	Reliance Community Care Partners substantially meets assurances.
Focus VI: Assessment	4.00	Reliance Community Care Partners substantially meets assurances.
Focus VII: Medication Record (IV.E.2.a)	4.00	Reliance Community Care Partners substantially meets assurances.
Focus VIII: Person-Centered Service Planning	3.34	Reliance Community Care Partners substantially meets assurances.
Focus IX: MI Choice Services	3.34	Reliance Community Care Partners substantially meets assurances.
Focus X: Linking and Coordinating (II.B.2.a)	4.00	Reliance Community Care Partners substantially meets assurances.
Focus XI: Follow-Up and Monitoring	2.03	Reliance Community Care Partners does not fully or substantially demonstrate assurance, though there is evidence that it may be clarified or readily addressed.
Focus XII: Service Provider (II.B.2.e)	2.00	Reliance Community Care Partners does not fully or substantially demonstrate assurance, though there is evidence that it may be clarified or readily addressed.
Focus XIII: Contingency Plan (IV.F.2.a)	4.00	Reliance Community Care Partners substantially meets assurances.
Focus XIV: Critical Incidents (IVB2b, IVB2bi, IVB2c, IVB2d)	2.03	Reliance Community Care Partners 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)	1.00	Reliance Community Care Partners does not demonstrate the assurance
Focus XVI: Complaints and Grievances (V.E.2.b)	3.00	Reliance Community Care Partners substantially meets assurances.
Focus I: Communication	4.00	Reliance Community Care Partners substantially meets assurances.
Focus XVII: Home and Community Based Services	4.00	Reliance Community Care Partners substantially meets assurances.
OVERALL CQAR COMPLIANCE LEVEL:	3.60	Reliance Community Care Partners 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