

MI Choice Clinical Quality Assurance Review

Final Agency Compliance Determination

UPCAP Services, Inc.

Fiscal Year: 2020

UPCAP Services, Inc.	COMPLIANCE LEVEL	COMPLIANCE DETERMINATION
Focus I: Level of Care Determination (I.B.2.a)	4.00	UPCAP Services, Inc., substantially meets assurances
Focus II: Freedom of Choice (I.B.2.b)	4.00	UPCAP Services, Inc., substantially meets assurances
Focus III: Release of Information (V.F.2.a)	4.00	UPCAP Services, Inc., substantially meets assurances
Focus IV: Status (I.B.2.e)	4.00	UPCAP Services, Inc., substantially meets assurances
Focus V: Pre-Planning	4.00	UPCAP Services, Inc., substantially meets assurances
Focus VI: Assessment	4.00	UPCAP Services, Inc., substantially meets assurances
Focus VII: Medication Record (IV.E.2.a)	4.00	UPCAP Services, Inc., substantially meets assurances
Focus VIII: Person-Centered Service Planning	4.00	UPCAP Services, Inc., substantially meets assurances
Focus IX: MI Choice Services	4.00	UPCAP Services, Inc., substantially meets assurances
Focus X: Linking and Coordinating (II.B.2.a)	4.00	UPCAP Services, Inc., substantially meets assurances
Focus XI: Follow-Up and Monitoring	3.35	UPCAP Services, Inc., substantially meets assurances
Focus XII: Service Provider (II.B.2.e)	4.00	UPCAP Services, Inc., substantially meets assurances
Focus XIII: Contingency Plan (IV.F.2.a)	4.00	UPCAP Services, Inc., substantially meets assurances
Focus XIV: Critical Incidents (IVB2b, IVB2bi, IVB2c, IVB2d)	4.00	UPCAP Services, Inc., substantially meets assurances
Focus XV: Adverse Benefit Determination (V.D.2.a)	1.00	UPCAP Services, Inc., does not demonstrate the assurance
Focus XVI: Complaints and Grievances (V.E.2.b)	4.00	UPCAP Services, Inc., substantially meets assurances
Focus I: Communication	4.00	UPCAP Services, Inc., substantially meets assurances
Focus XVII: Home and Community Based Services	N/A	This Focus Area was Non-Applicable to the Review Year.
OVERALL CQAR COMPLIANCE LEVEL:	3.92	UPCAP Services, Inc., 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