



Home and Community-Based Services Waivers State Oversight of the Supervisory Review Process

June 23, 2015

Purpose

The State Oversight of the Local Level Supervisory Review Process assures consistency across all local level Supervisors/Reviewers.

Process

1. New Supervisors/Reviewers will undergo this process after having received instruction on the HCBS Local Level Supervisory On-Site Review Process. Once a Supervisor/Reviewer has completed 2 reviews, HCBS Quality Improvement staff will review two randomly chosen Section A (client) reviews, two Section B (provider) reviews and two Section C (billing) reviews from those completed by the Local Level Supervisor/Reviewer.
2. The HCBS Quality Improvement staff will not call for a case until all remediation activities have been completed by the appropriate Services Coordination staff. Documents pertaining to remediation will need to be uploaded in CONNECT for review by the HCBS Quality Improvement staff.
3. HCBS Quality Improvement staff will notify the Supervisor/Reviewer one week in advance of the client file(s) chosen for review.
4. Local Level Supervisors/Reviewers will send the client and/or provider files, and the billings for the sample month from which the Supervisor/Reviewer completed the Section C in to the HCBS Quality Improvement staff for review or upload this information in CONNECT.
5. HCBS Quality Improvement Staff will go over the Supervisor/Reviewer's reviews and relevant documents and provide feedback to the Supervisor/Reviewer about the accuracy of the Supervisor/Reviewer's findings.
6. HCBS Quality Improvement Staff may request the Supervisor/Reviewer to contact the specific HCBS Quality Improvement staff to schedule a phone conference to discuss the results of the reviews.