

September 12, 2022

Re: Recommendation Letters

To all Medicaid Home and Community-Based Services (HCBS) Providers,

The DHHS-Division of Developmental Disabilities (DDD) and Liberty Healthcare have been sending recommendation letters to providers during the last year. During this process, we have been working to develop and improve the recommendation letter itself.

Effective immediately we will be implementing a new process that categorizes recommendations based on the incident itself and quality-of-care concerns identified while completing mortality investigations. This separation intends to assist your organization in continuous quality improvement processes. The focus of Liberty and DHHS is to improve quality outcomes for all people being supported by DDD by partnering with providers. Supporting agencies and organizations like yours to make improvements is the best way to do this.


Quality-of-care concerns are to be used as an “FYI” and looked at as something to generally improve on.

Incidents related to mortality are considered more of an immediate need to improve to prevent undesirable outcomes in the future. Mortality-related concerns will have follow-up by a member of the Liberty Mortality team to review plans of action to address concerns.

We believe this will prepare you for the future process, which will involve Corrective Action Plans (CAPs). We will share more information on this process as it is developed.

If you have any questions about this requirement, please contact Liberty at Nebraska.Quality.Help@libertyhealth.com or Aaron Smith, the DDD Quality Administrator, at aaron.smith@nebraska.gov.

Best regards,


Jennifer Quigley, MBA-HCA
Liberty Director


Aaron Smith
DHHS-DDD Quality Administrator