

New Mexico DOH / DHI / QMB Case Management Administrator Interview

Standard of Care	Surveyor Notes	MET	NOT MET	NA
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Administrator Interview

Agency/Region:

Administrative Personnel Interviewed and Title:

Surveyor:

Date/Time of Interview:

Interview Format: Telephone In-Person

Administrative Processes

What is your Agency’s system for tracking key steps and timelines in establishing medical eligibility and monitoring financial eligibility?

Tag #4C14

Surveyor Instructions: The Agency is required to have a system in place which tracks the key steps for medical eligibility and monitoring financial eligibility (DDW Standards Chapter 8, 8.3.2). You are to ensure the agency has a system in place and each area is addressed. You will ask to see documents of how this is tracked. The agency must be able to show an established system for tracking these areas for this to be met.

What is your Agency’s system for tracking key steps and timelines in service planning and budget approval?

Tag #4C14

Surveyor Instructions: The Agency is required to have a system in place which tracks the key steps for service planning and budget approval (DDW Standards Chapter 8, 8.3.2). (DDW Standards Chapter 8, 8.3.2). You are to ensure the agency has a system in place and each area is addressed. You will ask to see documents of how this is tracked. The agency must be able to show an established system for tracking these areas for this to be met.

What is your Agency’s system for ensuring distribution of the ISP at least 14 calendar days prior to the start of the new ISP?

Tag #4C14

Surveyor Instructions: The Agency is required to have a system in place for distribution of the ISP (DDW Standards Chapter 8). You are to ensure they have a system in place. You will ask to see documents of how this is tracked. The agency must be able to show an established system for monitoring the distribution of the ISP to IDT members and DDSD for this to be met.

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Case Manager Supervision				
<p>How does your Agency evaluate the quality of monitoring conducted by the Case Manager, including ISP implementation and the health and safety of the individual served?</p> <p><i>Surveyor Instructions: The CM is required to complete a formal, ongoing monitoring process to evaluate the quality, effectiveness, and appropriateness of services and supports provided to the person as specified in the ISP. The CM is also responsible for monitoring the health and safety of the person. For this to be met the agency must be able to describe their process. This may include site visits and review of documentation.</i></p>	Tag #4C15			
<p>How does your Agency ensure coverage to Individual's Served when a Case Manager is on Leave (i.e. Illness, vacation, etc.)?</p> <p><i>Surveyor Instructions: Per DDW Standards Chapter 8 (8.3.4) the agency is required to ensure a colleague or supervisor performs essential duties during the CM's absence, including mandated face-to-face visits. For this to be met the interviewee must describe how this is done.</i></p>	Tag #4C19			
<p>How does your Agency provide ongoing supervision and mentoring to Case Managers?</p> <p><i>Surveyor Instructions: Per DDW Standards Chapter 8 (8.3.4) the agency must provide supervision and mentoring which includes regular evaluations of caseload levels and of each CM's ability to meet service requirements within the assigned caseload level. For this to be met the interviewee must discuss evaluations of caseloads and ability for CM to meet requirements.</i></p>	Tag #4C20			

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<p>How does your Agency ensure there is no conflict of interest for Case Manager working for your agency?</p> <p><u>Surveyor Instructions:</u> Per DDW Standards Chapter 8.3.3 Case Management Agencies are required to mitigate real or perceived conflict of interest issues. Case Management Agency owners and their employed or contracted CMs may not:</p> <ol style="list-style-type: none"> Be related by blood or affinity to the person supported, or to any paid caregiver of the individual supported. Following formal authorization from DDSD, a CM may provide Family Living services or respite to their own family member. Have material financial interest in any entity that is paid to provide DD Waiver or Mi Via services on the secondary freedom of choice or in the person-centered plan. A material financial interest is defined as anyone who has, directly or indirectly, any actual or potential ownership, investment, or compensation arrangement. Make financial or health related decisions for people on their caseload. Be related by blood or affinity to any DD Waiver service provider for individuals on their caseload. Provider Agencies are identified as Provider Agencies of LCAs, Community Inclusion services, Mi Via consultants, Mi Via vendors, BSC's and therapists. <p>For this to be met the interviewee must be able to explain how conflicts are avoided.</p>	<p>Tag #4C18</p>			
<p>Additional Processes</p>				
<p>Based on the questions already asked, are there any other systems you have in place to ensure the quality of case management services, that you would like us to be aware of?</p> <p><u>Surveyor Instructions:</u> This question is used as a wrap up, if the interviewee would like to share more information or show documents that outlines what the agency is tracking or monitoring.</p>	<p>Tag #4C14</p>			
<p>Additional Notes:</p>				