
Date: April 2, 2020

RE: COVID – 19 Response: QMB Compliance Survey Process

From: Valerie V. Valdez, QMB Bureau Chief

TO: All DDW, Mi Via and Medically Fragile Providers

As we move forward in our new reality (hopefully temporary reality) each and every day, we have to adapt and think of innovative ways to complete our work while keeping the people we serve and ourselves safe. QMB has revised the compliance survey process due to the COVID-19 pandemic as follows until further notice:

- Verification (VER) surveys will be conducted for all non-compliance determinations via desk audit.
- Beginning with April surveys QMB is moving to a format of completing Routine (RTN) surveys via desk review and phone interviews. DSP's, Nurse's and Individuals when available and possible will be interviewed via phone or video, will be based on agency capabilities.
- Routine Surveys will take place over the course of 2 weeks:
 - **Week 1:** Start on Monday of week 1. This begins with a phone call indicating the survey has begun and the agency will be provided an Administrative Needs List via S-Comm or fax. At that time the Team Lead and the Provider will agree to a time to conduct the entrance meeting that morning (via phone). The Team Lead will review the administrative needs list and the agency will begin to collect documents and schedule interviews with staff and the individuals in services (when possible). The schedule and documents will be provided to QMB by Friday of week 1. QMB will provide date and time of when documents are due.
 - **Week 2:** Survey team will begin file review and interviews (via phone) with staff identified and scheduled by the agency. Team lead will provide document request forms for any documents not found, not current and/or incomplete. Team Lead will set a time to review documents and reconcile with the provider (similar to current practice). Survey will conclude with exit meeting (via phone).
- All items available on Therap® will be reviewed via Therap® (if agency has purchased additional modules in Therap® and all files are in Therap please provide QMB with a guest account for term of survey, so that we may access information).
- All documents not located in Therap® will be provided to QMB by the agency via, S-Comm, fax and / or other electronic format. If documents contain HIPAA Protected Health Information (PHI) **do not** send PHI directly to NMDOH email accounts. When possible please submit through S-Comm (Therap®).

DIVISION OF HEALTH IMPROVEMENT

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