



agency for persons with disabilities
State of Florida

March 26, 2013

Rick Scott
Governor



Barbara Palmer
Director



State Office



4030 Esplanade Way
Suite 380
Tallahassee
Florida
32399-0950



(850) 488-4257

Fax:

(850) 922-6456



Toll Free:

(866) APD-CARES
(866-273-2273)

Dear CDC+ Participant/Representative:

Thank you to those who participated in the Delmarva Foundation CDC+ quality assurance reviews last year. This is to provide you with helpful information regarding the review process and statistics related to last year's results.

The Delmarva Foundation is contracted by the Agency for Health Care Administration (AHCA) to provide quality assurance for the State's Developmental Disabilities Service system. They work in partnership with the Agency for Persons with Disabilities (APD), AHCA and the CDC+ program.

The Delmarva review process is comprised of two major components: Person Centered Reviews (PCR) and Provider Discovery Reviews (PDR). The PCR includes an interview with the CDC+ participant to determine the quality of the participant's service delivery system from the participant's view. The PDR focus is on the consultant and the representative in relation to compliance with standards set forth in the 1915(j) State Plan Amendment. In the year 2012, 304 PCRs were completed with CDC+ participants with an average score of 84.2%. For the same time period, 302 Consultant PDR record reviews were conducted with an overall consultant score of 93.1%; and, 356 Representative PDRs were conducted with an average compliance score of 92.9%. In comparison to the previous year, the average Consultant scores went up from 89.1% in 2011 to 93.1% and Representative scores went up from an average of 88.5% to 92.9%.

The CDC+ quality assurance review process is intended to help ensure that individuals participating in CDC+ are receiving the services they need and they are effectively self-directing their budgets and services in accordance with local, state and federal rules.

Please remember that consumers selected for PCRs are not required to participate in the interview process. However, cooperation with the PDRs is required for selected representatives and consultants. Following a PDR, the reviewer will give the consumer/representative a Preliminary Findings Worksheet which lists the areas of noncompliance that need to be corrected. A PDR Report will be mailed out within 30 days of completion of the review and will include the final findings. The report may also include "Alerts" if a threat to the consumer's health, safety, or wellbeing was observed.

If the consumer/representative's PDR score is 85% or less, the local APD Regional Office will contact the consumer/representative to complete a Plan of Remediation (POR). The POR is a helpful tool to address the areas that need improvement so that the consumer can correct those areas and continue to participate successfully in the CDC+ Program.

In the event that a POR is required, it must be submitted to the local APD Regional Office within 10 calendar days after receiving notification from the regional office. However, the consumer/representative must respond to the local APD Regional Office for all "Alerts" within 24 hours. The local APD Regional Office is responsible for following up with each consumer/representative 30 days after receiving the POR to ensure its compliance.

If the consumer/representative refuses to participate in a PDR or submit a POR to the APD Regional Office in the established timeframes, the consumer/representative will be required to develop a CDC+ Corrective Action Plan (CAP). Consumers/representatives who remain out of compliance with the CAP for 60 days from the date it was initially required, may be disenrolled from the CDC+ program and returned to the DD/HCBS waiver.

Thank you again for your participation with the quality assurance review process. If you need additional information regarding the CDC+ tools or have questions about the process, please visit the Delmarva web site at www.dfmc-florida.org or call their toll-free number at 1-866-254-2075. You may also contact your local APD Regional Office Quality Assurance lead for additional information.

Sincerely,

Liesl Ramos
CDC+ Program Administrator
Consumer Directed Care Plus Program

cc: APD Regional Offices
CDC+ Consultants
Danielle Reatherford, AHCA, CDC+ Analyst
Delmarva Foundation