



agency for persons with disabilities
State of Florida

Clarification to Qlarant Desk Review Process

Ron DeSantis
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)

The Agency for Healthcare Administration (AHCA) and the Agency for Persons with Disabilities (APD) met with Qlarant to discuss concerns raised by several waiver support coordinators and providers regarding the modified Qlarant Desk Review process currently in effect while Florida remains under a state of emergency due to COVID-19.

Due to federal waiver requirements, suspending all quality assurance activities for the duration of the pandemic is not an option. However, AHCA, APD, and Qlarant will ensure that the review process is flexible and enables individuals to comply with Executive Order 20-91 (Essential Services During COVID-19 Emergency).

To that end, the following clarification is offered on the modified Qlarant review procedures:

- Providers, Waiver Support Coordinators (WSCs), CDC+ Consultants, and CDC+ Representatives will not be required to leave their current place of shelter or workplace for the sole purpose of gathering, copying, or providing documentation pursuant to a Qlarant review.
- When contacting a Provider, WSC, or CDC+ Consultant, the Qlarant reviewer will inquire as to where and how records are stored. If records are stored in a location other than their workplace, Qlarant will extend timeframes for record submission until the documentation can be safely accessed. In the interim, Qlarant may proceed with other parts of the review process, such as telephonic interviews.
- For CDC+ Representatives, if documentation is not maintained electronically and the CDC+ Representatives do not have access to a copier, scanner or fax machine, an attempt may be made to complete the review via a video chat program. If necessary, the review may be postponed.
- Providers, WSCs, CDC+ Consultants, and CDC+ Representatives (selected for Qlarant reviews) who cannot provide requested records or who cannot otherwise participate in a review due to issues associated with COVID-19, should immediately inform the Qlarant reviewer. In such cases, Qlarant will contact the APD Regional office to discuss options and assess the need for a postponed review.