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MEMO

To: Providers of services to Disability and Brain Injury populations

From: Stephanie Barrett, OADS Developmental Services and Brain Injury Quality Manager

Re: Timeliness of Provider 30-day Follow-up Assessments will be calculated using the system-assigned assessment creation date starting April 1, 2021.

Date: 03/25/2021

At the beginning of state fiscal year 2021, quarter 3, (April 1, 2021), there will be a change to the calculation for Reportable Event follow-up timeliness. This change in calculation may require some reporters to change their reporting follow-up process, while others will see no changes.

The Provider 30-day Follow-up Assessment must be created within 30 days of the event start date. Recognizing that remediation can sometimes take longer than 30 days, follow-up assessment closure may occur outside of the 30-day window.

OADS has been under CMS audit finding related to reportable event follow-up timeliness and has been struggling to meet the CMS compliance benchmark of 86% compliance regarding follow-up timeliness. The compliance benchmark is related to the requirement that all events receive a follow-up within 30 days of the event start. OADS staff members have been evaluating compliance data and computations behind the data. Some provider agencies have assisted in identifying data anomalies that have enabled staff to home in on areas of challenge. We extend our great appreciation to those agencies who have assisted us in improving the process.

As a result of this analysis and identification of opportunities for improvement, the calculation for computing timeliness will change from utilization of a user-entered date that is prone to keying errors and delayed data entry. The new formula will utilize the system date assigned when the follow-up assessment is created.

SUGGESTED PROCESS FOR ALL EVENTS ENTERED:

- Create the new event, complete all fields, and save
- Immediately create the Provider 30 Day Follow-up assessment per instructions
- Begin follow-up within 30 days and close event when follow-up is complete. OADS QA staff will monitor for blank events.

Training materials for Reportable Events are available within the Provider tab of the OADS website, here:

<https://www.maine.gov/dhhs/oads/providers/adults-with-intellectual-disability-and-autism/reportable-events>

Thank you for your ongoing attention to providing timely follow-up reports to reportable events. If you have questions, please contact me at Stephanie.Barrett@Maine.gov.