Standard of Care	Surveyor Notes	MET	NOT MET	NA

Administrative Requirements and Interview

Administrative Personnel Interviewed and Title:

Surveyor:

Date/Time of Interview: **Interview Format:** □Telephone □In-Person □Video

Administrative Processes

1) What is your Agency's system for tracking key steps and timelines for the following: • **establishing medical eligibility and annual recertification** • **monitoring financial eligibility and annual recertification** • **service planning** • **budget submission** • **distribution of SSP once approved** ***Surveyor Instructions:*** *Consultant services and supports are delivered in accordance with the participant's identified needs. Based upon those needs the is required to have a system in place that covers the above listed areas during Pre-Eligibility and On-going Consultation (Mi Via Standards Appendix A – Pre and On-going Eligibility). You are to ensure there is 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 a formal system for this to be met.*	*Tag #MV14*			

Consultant Supervision

Standard of Care	Surveyor Notes	MET	NOT MET	NA
2) How does your agency ensure coverage to participant's served when a consultant is on leave *(i.e., Illness, vacation, etc.)*? ***Surveyor Instructions:*** *The consultant provider shall ensure that participants have access to their consultant. This requirement includes, but it not limited to the following: the consultant provider must maintain a consistent way (for example, phone, email, fax) for the participant to contact the consultant during business hours…; the consultant provider must maintain a consistent way for the participant to leave a message during non-business hours…; the consultant provider must assure that consultant and other staff will respond to participant and/or participant representative communications within three (3) working days except in emergency situations where a response is needed within twenty-four (24) hours during the work week. For this to be met the interviewee must describe how this is done. You may ask to see how this process is documented.*	*Tag #MV19*			
3) How do you provide ongoing supervision and mentoring of each consultant's ability to meet service requirements within their assigned caseload? ***Surveyor Instructions:*** *Per the agency QA/QI Plan the agency is required to ensure there is a system in place for supervision and mentoring. You are required to ask the interviewee to explain the agency's process and ask for any documentation which outlines how this is completed. For this to be met there needs to be a system in place that the administrator can describe.*	*Tag #MV20*			
4) How does your agency ensure there is no conflict of interest for consultants working for your agency?	*Tag #MV18*			

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Surveyor Instructions: *Per Mi Via Standards – Appendix A Consultant Agencies are required to mitigate real or perceived conflict of interest issues.* *1. Consultant Agency owners and their employed or contracted Consultants may not: a. Be related by blood or affinity to the person supported, or to any paid caregiver of the individual supported; b. Have material financial interest in any entity that is paid to provide DD Waiver or Mi Via services. A material financial interest is defined as anyone who has, directly or indirectly, any actual or potential ownership, investment, or compensation arrangement; c. Be empowered to make financial or health related decisions for people on their caseload; d. Be related by blood or affinity to any Mi Via Waiver providers, vendors or employees for individuals on their caseload. Provider Agencies are identified as Mi Via consultants, Mi Via vendors, BSC's and therapists.* *2. A Mi Via Consultant may not serve as the EOR, personal representative or authorized representative for an eligible participant for whom he or she is the consultant.* *3. A Consultant Agency may not be a Provider Agency, vendor, or employee for any other Mi Via Waiver service.* *4. A Consultant Provider Agency must disclose to, both DDSD and to people supported by consultants and employees or subcontractors of Provider Agencies, vendors, or employees of other Mi Via Waiver services.* *5. A Consultant or Director of a Consultant Agency may not serve on the Board of Directors of any Mi Via Waiver Provider Agency or vendor agency.* *6. Consultant Agency staff and subcontractors must maintain independence and avoid all activity which could be perceived as a potential conflict of interest.* *7. A Consultant Agency may not provide guardianship services to an individual receiving Consultant services from that same agency.* *For this to be met the interviewee must be able to explain how to mitigate real or perceived conflict of interest issues.*				
Additional Administrative Requirements				
5) Does the agency have a Quality Improvement Plan?	*Tag #1A03*			

Standard of Care	Surveyor Notes	MET	NOT MET	NA
Surveyor Instructions: *The consultant provider shall develop a quality management plan to ensure compliance with regulatory and program requirements and to identify opportunities for continuous quality improvement. For this to be met the agency must have a plan in place.*				
6) Does the agency have an office that maintains the following? • …a presence in each region for which they are providing services; • …a location to conduct confidential meetings with participants when it is not possible to do so in the participant's home. This location must be convenient for the participant and compliant with the Americans with Disabilities Act (ADA); • …an operational fax machine at all times; and • …an operational email address, internet access, and the necessary technology to access Mi Via related systems. ***Surveyor Instructions:*** *For this to be met you must ensure that all areas addressed above are in place as required.*	*Tag #MV513*			
7) Based on the questions already asked, are there any other systems you have in place to ensure the quality of consultant services, that you would like us to be aware of? ***Surveyor Instructions:*** *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.*	*Tag #MV14*			
Additional Notes:				