HEALTH CARE AUTHORITY

DHI / QMB Mi Via Consultant: Job Knowledge Interview Survey Tool

Standard of Care	Surveyor Notes	MET	NOT MET	NA

Agency/Region:		**Service: Mi Via Consultant**	
Surveyor:		**Date/Time:**	
Consultant Interviewed / Title:		**Interview Format:**	□Telephone □In-Person □Video
Years as a Mi Via Consultant:		**Years with Agency:**	
What Participants is the Consultant being interviewed for *(document initials)*:			

Surveyor Instruction: *During the interview you must directly quote what is said by the Consultant and document it in the surveyor notes.*

Standard of Care	Surveyor Notes	MET	NOT MET	NA
GENERAL				
1) What is the agency's process to ensure coverage when you take leave for the participants you serve (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.*	*Tag #MV1A22*			

Standard of Care	Surveyor Notes	MET	NOT MET	NA
2) What is your agency's system to track and ensure timelines are met for the following eligibility requirements? **a. Initial Eligibility** **b. Medical eligibility and annual recertification** **c. Financial eligibility and annual recertification** ***Surveyor Instruction:*** *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. The Consultant may refer to the agency's written processes, other documents or show examples of how this is tracked. This cannot be met if the consultant cannot describe the process.*	*Tag #MV1A22* a. b. c.			
3) What is your agency's system to ensure timelines are met for annual budget submission? ***Surveyor Instruction:*** *Each Consultant Agency shall have an established system for tracking key steps and timelines in for budget submission. At a minimum, the SSP / Budget must be reviewed, revised, if needed, updated and approved annually, prior to the expiration of the existing SSP / budget. The Consultant may refer to the agency's processes or other documents. For this to be met the Consultant must describe the agency's process to ensure timelines are met. This cannot be met if they cannot describe the process or does not know where to reference the process.*	*Tag #MV1A22*			
4) How do you monitor the health and safety needs of a participant? ***Surveyor Instruction:*** *The Consultant is responsible for monitoring by conducting monthly face to face visits, reviewing documentation, emails, etc. The consultant must monitor to ensure health and safety needs are being addressed appropriately. For this to be met the Consultant must be able to discuss how the health and safety needs of the participant are being monitored.*	*Tag #MV1A22*			

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5) What steps do you take when you identify an issue or concern regarding a participant's health and safety / healthcare needs? ***Surveyor Instruction:*** *The Consultant is responsible for monitoring by conducting monthly visits, reviewing documentation, other calls, emails, etc. When an issue is identified, the Consultant should be contacting the responsible party and addressing this issue. For this to be met the Consultant must be able to discuss steps taken, up to and including DDSD involvement using the RORA process. If Consultant does not describe how they would address the issue or concern and / or follow-up this cannot be met.*	*Tag #MV1A22*			
6) What do you do when a participant has a change in condition? *(Changes can include: Chronic physical condition, the participant has experienced a deterioration or permanent change in her/her health status such that the participant's needs for services and supports can no longer be met within the AAB or other current resources, including natural supports, the Medicaid state plan, Medicare, or other sources, chronic or intermittent behavioral conditions or cognitive difficulties, changes in natural supports and / or living situation, etc.)* ***Surveyor Instruction:*** *The eligible recipient must provide written documentation of the change in needs or circumstances as specified in the Mi Via Service Standards. The eligible recipient submits the documentation to the consultant. The consultant initiates the process to modify the SSP by forwarding the request for modification to the TPA for review. This cannot be met if the consultant does not indicate that the SSP would be modified.*	*Tag #MV1A22*			
Service Support Plan (SSP) Monitoring				
7) How do you monitor to ensure approved services and supports are being provided to the participant? ***Surveyor Instruction:*** *The Consultant is responsible for monitoring by conducting monthly visits, reviewing documentation, calls, emails, etc. For this to be met the Consultant must be able to discuss how monthly visits are completed and what is reviewed. If the Consultant does not discuss how they ensure services are being provided, up to an including reviewing spending report, this cannot be met.*	*Tag #MV1A22*			

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8) What steps do you take when a vendor does not resolve an identified issue or does not provide you with needed documents (i.e., appointment results, etc.)? ***Surveyor Instruction:*** *The Consultant should be able to discuss attempts made by requests (via document or phone calls). If no results they should be able to discuss the action of using a RORA. For this to be met the Consultant must be able to discuss steps taken, up to and including DDSD involvement.*	*Tag #MV1A22*			
9) How do you monitor the Participant's utilization of services *(Is the Participant using the services identified in the budget)*? ***Surveyor Instruction:*** *The Consultant must monitor utilization of the budget by reviewing the monthly spending report using the on-line system (i.e., FOCoS). For this to be met the Consultant must discuss when / how they review for the utilization of services.*	*Tag #MV1A22*			
10) What steps do you take when the Participant is not utilizing the services identified in the budget or is not able to access the services? ***Surveyor Instruction:*** *The Consultant is responsible for monitoring the utilization of services to include discussing / assisting with any concerns. The Consultant uses the information to have informed discussions with the participant/guardian. For this to be met the Consultant must be aware of how to monitor utilization of services on the budget, which includes the review of the monthly spending report (over and underutilization).*	*Tag #MV1A22*			
ANE Requirements				
11) What State agency do you report to if you suspect Abuse, Neglect and/or Exploitation? ***Surveyor Instruction:*** *Consultant must identify APS or DHI for this to be met. If Consultant does not know the agency name or number, they can show you the ANE card, poster, or another document which contains the reporting information (1-866-654-3219).*	*Tag #MV1A22*			
Additional Notes:				