



The Home and Community Based Service (HCBS) case record review (CRR) tool is used to complete uniform case reviews statewide. This review tool is used by identified Division of Senior and Disability (DSDS) staff to review HCBS cases each month, to monitor participant case records conducted by DSDS staff and provider reassessors. CRRs ensure timeliness, appropriate documentation, accuracy of recordings, and compliance with HCBS policy when conducting assessments and developing care plans.

Distribution and Completion

The CRR assignments will be randomly selected and emailed to all identified review staff from the Bureau of Systems and Data Reporting (BSADR), Quality Improvement Quality Assurance (QIQA) Unit on a monthly basis. All CRRs shall be completed using the electronic case record review tool by the last business day of the month.

Supervisor Reviews

Each supervisor is required to complete case reviews utilizing the CRR tool for all DSDS staff completing assessments and/or care plan changes. Staff shall not be notified of which records are being reviewed prior to the CRR being completed.

For each DSDS staff in case approval status, the supervisor is required to review a minimum of one (1) case action per team member per month and enter these reviews into the electronic case record review tool.

Case review requirements utilizing the CRR tool do not negate the responsibility of the supervisor to review all work for each staff member who has not yet received case approval status. Three (3) of those CRRs shall be recorded using the electronic case record review tool monthly.

Case approval status may be granted after the supervisor has reviewed the staff members work for a minimum of three (3) months. Supervisors may use discretion to shorten this timeframe based on experience and knowledge of the staff member. Case approval status shall only be obtained with written approval from the Person Centered Care Planning (PCCP) Bureau Chief or Regional Manager (RM).

Regional Managers and Central Office Reviews

Each month the RMs shall be assigned one (1) record per team from an assigned region on a rotating schedule.

BLTSS and QIQA staff shall be assigned case record reviews dependent upon program need.

Remediation

All case actions requiring remediation must be remediated no later than five business days from receipt. As remediation needs are identified by the reviewer, the appropriate supervisor shall be contacted to oversee the remediation. It is the responsibility of the supervisor to ensure the remediation was completed.