

Title: Quarterly Quality Assurance Review of Clinical Tracking Spreadsheets

Issuance Date: June 20, 2023

(Must be reviewed annually)

Applicable Regulations, Guidelines, and AHS Policy:

This specific process is not required by an outside body, document, or rule. There are no federal regulations requiring this, but the QIU identified this process internally for quality assurance purposes.

Purpose:

The purpose of this SOP is to document a quarterly quality assurance process that DVHA QIU implemented in the beginning in SFY18. The DVHA QIU staff review all inpatient admissions captured on the adult, and child spreadsheets and confirms that facilities bill and get paid only for the number of days authorized by the DVHA Clinical Integrity Unit (CIU) Utilization Review Clinicians.

Procedure:

The Quality Assurance Manager (QAM) and the Administrative Services Coordinator III initiate and complete this quality assurance process. As needed, they may reach out to facility billing departments, the state's fiscal agent, or the DVHA Special Investigations Unit. The process is outlined below.

- QIU staff run a Business Objects report and compare the number of exhausted units in the report to the number of units reported as authorized on the clinical tracking spreadsheet.
- QIU staff then research all inpatient psychiatric and detoxification admissions identified as having billing errors.
- For admissions that did not pay due to facility error:
 - QIU staff make internal notes on the error and then write an outward facing note to be sent to the facility in the review spreadsheet.
- For admissions that did not pay due to DVHA staff error:
 - QIU staff email the staff member requesting that they fix the error & respond; the Quality Improvement Manager is cc'd on the email.
 - If the mistake was an error on the PA, QIU staff log it in the PA error tracking spreadsheet.
 - Once the error is fixed, QIU staff write an outward facing note to be sent to the facility.

Standard Operating Procedure

- Once all errors have been researched and outward facing notes have been written, QIU staff email the facilities the results of the review, cc'ing the state fiscal agent and the QIM.

Escalation:

When appropriate, referrals will be made to DVHA Special Investigations Unit. Those referrals will be made in accordance with the respective procedures.

Revision History:

Date	Summary of Revisions
09/26/18	Initial draft of SOP
12/16/2020	Revised draft of SOP
03/22/2022	Removed separate references to rapid re-admissions as no longer pertinent.
3/23/2022	OMU review, updated to ADA template.
06/19/2023	Annual review & updates.

Table 1 Revision History