



State of Connecticut
Department of Developmental Services

DDS

Ned Lamont
Governor

Jordan A. Scheff
Commissioner

Peter Mason
Deputy Commissioner

To: DDS Qualified Providers

From: David Sokolow, Quality Review Specialist Supervisor, Quality and Systems Improvement Division

CC: Jordan Scheff, Commissioner, Peter Mason, Deputy Commissioner, Katie Rock-Burns, Chief of Staff, Jackson Pierre-Louis, Quality and Systems Improvement Division Director, Regional Directors, Private ARDs, Resource Administrators, The Alliance, The Arc CT

Date: July 29, 2020

RE: Quality and Systems Improvement Division- Remote Quality Service Reviews

On March 10, 2020 Governor Lamont declared a public health and civil preparedness emergency. This enabled the state to take necessary measures to prepare for and contain the outbreak of COVID- 19 (also known as the coronavirus).

In response, the Department of Developmental Services (DDS) determined that conducting on-site Quality Service Reviews (QSR) was not in the best public health interest of everyone involved.

In an effort to continually monitor services and ensure quality supports for all individuals served by DDS, DDS has made the decision to begin remote implementation of QSR reviews. ***The remote review process will begin the week of August 3, 2020.*** These reviews will be phased in or retracted based on directives provided through the Administration.

During all phases of the remote review process, DDS and provider agencies will work together to establish an efficient and effective review process. Each provider agency will be assigned a primary Quality Review Specialist (QRS) to support them through the review process. The agency QRS will act as a liaison to assist the agency with the various review procedures.

A remote pre-review conference will be conducted, prior to any provider agency review. DDS understands this is a new process and providers may have questions. The pre-review conference will provide an opportunity for discussion regarding the planned review. During this review process, DDS is committed to collaborating with the provider agencies in order to learn and develop a better-quality review experience.

The initial phase of remote reviews will be for QRSs to collect data related to the Centers for Medicare and Medicaid Services (CMS)Waiver Assurances. With the assistance of their QRS, provider agencies will upload specific documentation using Microsoft Teams or other DDS approved software. This will allow QRSs to

review the documentation necessary for them to complete the CMS reviews. Data uploaded into the Microsoft Teams environment is considered secure and only individuals assigned to a review will have access to the data.

The initial phase of transition to remote reviews will be limited to a review of documentation uploaded by the provider agency. The initial reviews will focus on residential services as many day services were closed for a period of time. In the future, reviews of day services will be phased in. Lastly, DDS plans to monitor the experience and successes of remote reviews with the intent of expanding the process to include remote interviews, observations and walk throughs.

If, at any time, there are questions related to this new process, providers are encouraged to contact me directly at david.sokolow@ct.gov. Thank you, as always, for your partnership in supporting individuals and families.