

# Billing Audit Expectations

Provider must have attendance and programmatic documentation for all days billed for an individual.

- The Minimum Standards for attendance documentation
  - At least one of the following for each date of service:
    - Daily individual or group activity logs.
    - Daily communication logs.
    - Daily production data
    - Daily programmatic data
    - Employment data, hours of paid work
    - Clinical Data

# Billing Audit Expectations

Provider must have documentation of how the supports provided relate to a participant's Individual Plan.

- The Minimum Standards for program documentation:
  - Vocational or non-vocational goal(s) identified on the IP
  - Plan of action that identifies the supports necessary to achieve the goal(s)
  - Review of the progress of achieving the Goals ( must be done at least every six months)
  - Provider should have an internal oversight system to ensure thoroughness and accuracy of documentation.

# Billing Audit Process

- Quality reviewer will complete the Quality Service Review (QSR) with a provider on selected participants.
- As part of the QSR, the reviewer will review the selected participant's documentation under indicator **D43 - *Direct service providers maintain documentation of supports and services provided and progress made.***
- If required, Provider will develop a Plan of Correction for any items listed.
- Regional Resource manager will review with provider and close out Follow-up when resolved.

# Billing Audit Process

- Quality Reviewer will also get billing information from WebResDay. This may be participants other than the focus person of the QSR.
- Quality Reviewer will verify billing with attendance documentation and program documentation around identified IP goals.
- Staff timesheets may also be reviewed and should be available on request.
- Any discrepancies will be forwarded by email to the Regional Resource Manager for investigation.

# Billing Audit Process

- Follow-up from regions will be forwarded to Operations Center for update in statewide tracking system.
- Any WebResDay corrections needed will be verified by Kurt Hildebrandt and any needed Medicaid billing will be forward to DSS from the Audit Unit at Central office.

# Results to date

- 29 issues identified from 9/30/09 through present.
- 9 required WebResDay Corrections and re-billing to DSS.
- 2 were later to have found the needed supporting documentation.
- 10 providers needed to revise their documentation systems to reflect the correct number of service hours identified in the IP and/or how the service provided related to the Participant's IP goals.