

Improving HCBS Quality and Oversight







People. Processes. Technology. By combining subject matter expertise, quality improvement methodologies, and integrated technology systems, Public Consulting Group (PCG) takes a holistic approach to safeguarding members' health and welfare.

Our HCBS quality and oversight approach goes beyond traditional regulatory compliance and quality assurance services. We offer a suite of solutions ranging from consulting support to staff augmentation to technology platforms that perform and track quality improvements.

Continuous Quality Improvement

PCG's Continuous Quality Improvement (CQI) process supports the spectrum of activities required to achieve compliance and satisfaction within HCBS programs. Through consulting services and operational programs, our team defines, measures, analyzes, and improves program operations, service delivery, and individual satisfaction. PCG can assist you with:

 Quality Service Delivery	 Provider Support	 Beneficiary Health & Welfare	 Program Compliance
<ul style="list-style-type: none"> • Independent assessments • Stakeholder satisfaction surveys • Utilization reviews • Program analysis and process improvement • Data analytics 	<ul style="list-style-type: none"> • Provider recruitment, enrollment, and retention support • Provider training and technical assistance • Prevention planning and remediation 	<ul style="list-style-type: none"> • Critical incident investigation management • Health and welfare investigations 	<ul style="list-style-type: none"> • Fraud, waste, and abuse detection • On-site provider readiness reviews and revalidation • Quality assurance and improvement reviews • Program assessment and consulting

At the center of our CQI process are providers. Quality care starts and stops with quality providers, so we consider how initiatives impact providers and then identify actionable plans to help them deliver high-quality services that enhance care and increase individuals' satisfaction.



PCG's experience, combined with our methodical approach, earned us the distinction as a CMS certified Quality Improvement Organization-like (QIO-like) entity. **By partnering with PCG, states are eligible for enhanced federal matching funds of 75 percent on PCG-performed medical and utilization reviews conducted during incident investigations.** We can also assist states with Medicaid Administrative Claiming for activities performed by Adult Protective Services related to incident investigations and service planning.



Better Care. Smarter Tools.

PCG additionally offers enhanced workflow and data analytics capabilities through Careify, a modular, web-based platform that manages and tracks quality improvement. Careify offers:

- ✔ **User-Friendly Interface:** Built around human centric design principles to make complex work easier.
- ✔ **Workflow Management:** Configurable queues, alerts, and rules engines help states process workloads and streamline operations.
- ✔ **Data Collection:** Easily adjustable data fields, permit agility in changing regulatory environments.
- ✔ **System Integration:** Securely send and receive data from other systems to achieve greater transparency.
- ✔ **Data Analysis:** Cross-reference, aggregate, and trend data into actionable insights.
- ✔ **Reporting:** Canned and custom reports to support program oversight.

Project Spotlight: Ohio Department of Medicaid (ODM) HCBS Provider Oversight

After an incident where an individual receiving services was negatively impacted by a compromised oversight system, ODM identified a need for improved oversight of its HCBS waiver programs. Whereas incident investigation, provider enrollment, and oversight responsibilities previously rested with the case management agency, ODM chose to create a HCBS Provider Oversight contract separate from case management services. In 2013, PCG was awarded this contract to help ensure the health, safety, and welfare of waiver individuals were at the forefront of the Medicaid Department’s care approach.

PCG supplied support services that immediately impacted in-home service providers’ ability to deliver high-quality care and improve outcomes for individuals, including:

- Setting providers up for success by sharing best practices, supplying documentation templates, and providing technical assistance on compliance expectations.
- Investigating reported incidents from individuals and providers to ensure the health, safety, and welfare of HCBS individuals.
- Performing compliance reviews with providers to ensure documentation and service delivery are compliant with program requirements.
- Building trusted relationships with individuals, providers, and other stakeholders to develop training and education materials that address trends in incidents and compliance reviews.

Since 2013, PCG has completed:

- 148K+** Incident investigations
- 40K+** Pre- and post-enrollment provider screenings
- 14K+** Case manager record reviews

As a result, PCG has:

- Identified **\$12.8M+** in overpayments
- Trained **50k+** HCBS providers
- Referred **1,200+** cases for potential fraud

Contact us today to learn more about PCG’s HCBS Quality and Oversight solutions.

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