

Request for (Regional) Action (RFA) and/or Plan of Care Changes Recoupment Process

Steps to protect integrity of Support Coordination service delivery relating to unit utilization.

1. Provide training to the following Regional Staff about the recoupment process to include the following: Technical Assistance professionals, Community Service Directors, Waiver Coordinators, Support Coordinator Liaisons and Fiscal Officer.
2. Provide training to Support Coordinators on the recoupment process.
3. The Case Management Liaison/Monitor will conduct an initial review 60 day after training is provided to community Support Coordinators.
4. Based on results of the initial review, they will provide additional training where needed along with Technical Assistance.
5. Provide a follow-up review 60 day from the date of the second training and Technical Assistance.
6. If concerns are reflected in the second review (after second training and/or additional Technical Assistance), the Regional Office Support Coordinator Monitor will make recommendations to the Central Office Technical Assistance Team (Director of Systems Management, Fiscal Officer and the Associate Commissioner or their designee) to recoup funds as appropriate.
7. The Central Office Fiscal Manager will recoup funds as determined necessary. The Department's internal auditor may be called upon to evaluate findings and make recommendations as needed.
8. Ongoing monitoring will be provided through the Case Management Monitoring tool.