

<u>Provider Network Monitoring Elements</u>	<u>Met</u>	<u>Not Met</u>
<u>Personal Care Services</u>		
Be licensed by LDH as a Home and Community Based Service provider/PersonalCare Attendant agency per Revised Statute 40:2120.1 et seq. and LAC 48:I. Chapter 50; at the location being reviewed.		
Verification that the agency's demographic information is accurate in the MCO's system		
PCS providers must develop a back-up staffing plan in the event the assigned direct service worker is unable to provide support due to unplanned circumstances or emergencies that may arise during the direct service worker's shift.		
PCS providers must discuss available options for back-up coverage with the member or his/her authorized representative and complete the required staffing plan. The plan must include: Person or persons responsible for back up coverage (including names, relationships, and contact phone numbers);		
PCS providers must discuss available options for back-up coverage with the member or his/her authorized representative and complete the required staffing plan. The plan must include: A toll-free telephone number with 24-hour availability that allows the recipient to contact the provider if the worker fails to show up for work.		
PCS providers must discuss available options for back-up coverage with the member or his/her authorized representative and complete the required staffing plan. The plan must include: Provider and member signatures and dates.		
Providers must also ensure each member has a documented individualized emergency plan in preparation for, and response to, emergencies and disasters that may arise. This plan must identify specific resources available through the provider, natural resources, and the community.		
The emergency plan must be signed and dated by the member.		
The emergency plan must be signed and dated by the authorized representative, if applicable.		
The emergency plan must be signed and dated by the provider.		
The back-up staff plan and emergency plan must be provided to members and/or their authorized representative prior to delivering services .		
The back-up staff plan and emergency plan must be provided to members and/or their authorized representative when the plan is updated.		

<p>Agency must arrange for prior to employment (or contracting, volunteering, or as required by law) individuals pass criminal background checks, including sexual offender registry checks, in accordance with any applicable federal or state laws.</p>		
<p>Agency must maintain documentation that prior to employment (or contracting, volunteering, or as required by law) individuals pass criminal background checks, including sexual offender registry checks, in accordance with any applicable federal or state laws.</p>		
<p>Criminal background checks are performed no more than 30 days prior to the date of employment</p>		
<p>Provider must maintain results in personnel records that prior to hiring or contracting any employee or contractor that performs services that are compensated with Medicaid/Medicare funds, including but not limited to licensed and unlicensed staff, interns and/or contractors, agency reviewed the Department of Health and Human Services' Office of Inspector General (OIG) List of Excluded Individuals and Entities (LEIE)</p>		
<p>Provider must maintain results in personnel records that once a month, for current employees, agency checked the Department of Health and Human Services' Office of Inspector General (OIG) List of Excluded Individuals and Entities (LEIE) to determine if they have been excluded from participation in the Medicaid or Medicare Program by Louisiana Medicaid or the Department of Health and Human Services' Office of Inspector General.</p>		
<p>Provider must maintain results in personnel records that prior to hiring or contracting any employee or contractor that performs services that are compensated with Medicaid/Medicare funds, including but not limited to licensed and unlicensed staff, interns and/or contractors, agency must review the Department of Health and Human Services' Office of Inspector General (OIG) List of Excluded Individuals and Entities (LEIE) .</p>		
<p>Provider must maintain results in personnel records that once a month, for current employees, agency checked the LDH State Adverse Actions to determine if there is a finding that an employee or contractor has abused, neglected or extorted any individual or if they have been excluded from participation in the Medicaid or Medicare Program by Louisiana Medicaid or the Department of Health and Human Services' Office of Inspector General.</p>		
<p>Establish and maintain written policies and procedures inclusive of drug testing staff to ensure an alcohol and/or drug-free workplace and/or a workforce free of substance use</p>		
<p>Employees and/or Contractors pass drug screening tests as required by agency's policies and procedures;</p>		

Arrange for and maintain documentation that all persons, prior to employment, are free from tuberculosis (TB) in a communicable state via skin testing (or chest exam if recommended by physician) to reduce the risk of such infections in members and staff.		
TB testing was completed less than 31 days prior to date of employment		
Employees and contractors must not be excluded from participation in the Medicaid or Medicare Program by Louisiana Medicaid or the Department of Health and Human Services' Office of Inspector General;		
Direct care staff must not have a finding on the Louisiana State Adverse Action List;		
Maintain documentation that all direct care staff, who are required to complete CPR & First Aid training, complete the training within 90 days of hire; Psychiatrists, advanced practical registered nurses (APRNs)/physician assistants (PAs), registered nurses (RNs) and licensed practical nurses (LPNs) are exempt from this training.		
Maintain documentation that all direct care staff, who are required to renew CPR & First Aid training, complete the training within the time period recommended by the American Heart Association; Psychiatrists, advanced practical registered nurses (APRNs)/physician assistants (PAs), registered nurses (RNs) and licensed practical nurses (LPNs) are exempt from this training.		
Direct care staff must Be at least 18 years of age		
Direct care staff must Possess and provide documentation of a valid social security number		
Direct care staff must Have a high school diploma, general equivalency diploma or trade school diploma in the area of human services (See Appendix B.), or demonstrate competency or verifiable work experience in providing support to persons with disabilities		
Ensure and/or maintain documentation that all unlicensed persons employed by the organization complete a documented training in a recognized Crisis Intervention curriculum prior to handling or managing crisis responses, which shall be updated annually		
The recognized peer support specialist (RPSS) employed by the provider agency must successfully complete a comprehensive peer training plan and curriculum that is inclusive of the core competencies for peer workers, as outlined by SAMHSA, and has been approved by OBH		
Staff must pass a motor vehicle screen (if duties may involve driving or transporting members).		