

FFY14

Indiana First Steps Quality Improvement Plan
First Quarter QIP

Cluster: B

Quarter Date: 1/1/15-3/31/15
1/27/2015

Indicator: 2

<p>Outcome: Cluster B will meet the target of serving 96% of the enrolled children in their natural environment</p>	<p>So that: The child will develop the necessary skills to be an active participant in the daily activities and routines of his/her family</p>
<p>Explanation of Data: Quarterly Data 89% (2060)</p> <p>Elkhart County- 80% St Joseph County-85% De Kalb-100% Fulton-100% Kosciusko-99% La Grange- 98% Marshall- 99% Noble-95% Steuben-100% Whitley 98%</p> <p>An email was sent to the agencies September, 2014 because the June 30 2014 County Profile Report showed that the children receiving services in their natural environment had decreased from 95% in March to 88% in June to 80% in September 2014. Two agencies of four responded to the email that they had checked with their billing department and there were no authorizations submitted for onsite billing during that time frame. Two agencies did not respond.</p> <p>At the October agency meeting one of the agenda items was the slippage in children receiving services in their natural environment within Elkhart County. The agencies wondered if there was an error in the report, they all agreed they would know if a provider was using the wrong location code. They asked if we could check authorizations entered during the time period of the June County Profile Report.</p>	<p>Strategies(Who is responsible/timeline/evaluation):</p> <p>If we hypothesize that there is one location code that is a default for onsite services then we need to know which one it is in order to increase the services delivered in the Natural Environment. The SPOE director will :</p> <ol style="list-style-type: none">1) Submit an email to the state in January requesting clarification on what locations are defaults for onsite services.2) Spoke with Bureau Consultants on the issue at the ICC meeting January 14, 2015 and was advised to ask the Service Coordinators to ask their families who have Anthem Insurance and receive their services at Day Care to check and see if Anthem denied coverage of services or never was billed during the parameters of July 2014-September2014. Then share that information with Katie Potter, Bureau Consultant3) Met with the Service Coordinator Supervisor on January 15, 2015 requesting the above information by the end of February 2015.4) Will share the information received from the Service Coordinators by March 15, 2015 with state and with the Agencies at their April meeting. <p>Based on the information received we will identify if there is a training issue for proper identification of location codes. The SPOE Director will:</p> <ol style="list-style-type: none">1) Meet with the Agency directors in April to review which location codes are acceptable codes for offsite services. <p>Agency directors will:</p> <ol style="list-style-type: none">1) Meet with their billing department and providers in April to

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At the December, 2014 Agency meeting the SPOE director shared the authorization report from iSPOE showed no authorizations for Elkhart County for OT, PT, ST, DT. It was suggested the SPOE director contact the CRO and ask for the data.

The September 30, 2014 County Profile Report also showed a 5% slippage in children receiving services in their natural environment for St. Joseph County.

The SPOE director contacted the CRO January and was told the process for requesting the data once submitted to the CRO would go the state to verify they could send the SPOE the requested data.

The SPOE then emailed a state Bureau Consultant and requested assistance. The Bureau Consultant stated she would check with staff and get back to me.

On January 12, 2015 we received a report from the state with the dollar amounts by month for Elkhart and St. Joseph counties. The director asked in a follow up email if there is a trigger that automatically bills for onsite when a specific Day Care setting location is code.

review the location codes and what codes are acceptable for offsite services.

Evaluation:

If our hypothesis is accurate then beginning with the June 2015 County Profile Report we should see a slight improvement in services in the Natural Environment for Elkhart and St. Joseph Counties.

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List Barriers to accomplishing strategies and how to address them:	
<p>At this time we do not have any data that clarifies what is occurring in Elkhart and St. Joseph County to warrant the considerable slippage in children receiving services in the Natural Environment.</p> <p>No agency has identified any errors in their billing to account for the slippage.</p>	
Resources needed:	
<input checked="" type="checkbox"/> State Clarification IIDC <input checked="" type="checkbox"/> Training <input type="checkbox"/> Mentoring Other: State	
Explain:	
<p>We need some clarification on what data the CRO uses to determine Natural Environment for the Profile Reports. We wonder if there is a trigger for a specific location code that defaults to onsite authorization to identify what the problem is with the percentage slippage for children receiving services in their <i>Natural Environment</i>.</p>	
Stakeholder Collaboration:	
<p>Met with Agencies in October and December 2014 and on the agenda discussion included the slippage of services in the Natural Environment Met with Data/Child-find November and January to discuss the slippage Invited the agencies to the January 12, 2015 Data/Child-find Committee to review the data and provide insight and direction for the QIP Met with the Bureau Consultants on January 14, 2015 and have requested the information they asked for me to collect from the Service Coordinators.</p>	