

<p>Outcome: Cluster C will correctly document insurance 100% of the time</p>	<p>So that: families of eligible children can utilize their insurance for services and are charged the most accurate amount.</p>
<p>Explanation of Data:</p> <p>Quarterly Data: (65/69) 94.2%</p> <p>Cluster C did not meet the target for this indicator. During this reporting period, our SPOE was going through a transition. A large portion of our staff was new and being trained therefore there was a greater chance of the documentation being inaccurate.</p> <p>Two files did not have the insurance carrier listed on the form.</p> <p>One file did not contain a copy of the actual Hoosier Healthwise card but did include the Hoosier Healthwise number and should not have been counted as missing.</p> <p>One file did not have Erisa or Non-Erisa marked on the insurance form.</p>	<p>Strategies(Who is responsible/timeline/evaluation):</p> <ul style="list-style-type: none"> December 11th, 2014 – Coordinators completed the SC 103 Training that pertained to collection of insurance and income. Cluster C will continue to train Coordinators on documenting insurance correctly. On November 13th, 2014, training was completed regarding completion of the insurance forms. October 2014 - SPOE Director and Coordinator Supervisor began reviewing every packet for accuracy prior to data entry. Service Coordinators are trained to ask their supervisor if they encounter a situation that is unusual or difficult.
<p>List barriers to accomplishing strategies and how to address them:</p> <ul style="list-style-type: none"> It is difficult to train on all aspects of insurance due to the complexity of the process. Service coordinators will be trained to ask their supervisor if they encounter a situation that is unusual or difficult. 	
<p>Resources needed:</p> <p><input type="checkbox"/> State Clarification <input type="checkbox"/> IIDC <input checked="" type="checkbox"/> Training <input type="checkbox"/> Mentoring <input checked="" type="checkbox"/> Other: <u>Internal Training</u></p>	

FFY13

Indiana First Steps Quality Improvement Plan
Documentation of Insurance – Initial, Annual
First Quarter QIP

Cluster: C

Quarter Date: 10/1/14-12/31/14

Indicator: 19

Explain:

Coordinators can benefit from ongoing training and mentoring.

Stakeholder Collaboration:

December 11th, 2014 – Coordinators completed the SC 103 Training that pertained to collection of insurance and income. Cluster C will continue to train Coordinators on documenting insurance correctly.

November 13th, 2014 - Training was completed regarding completion of the insurance forms.

October 2014 - SPOE Director and Coordinator Supervisor began reviewing every packet for accuracy prior to data entry.

Coordinators, LPCC Coordinator, SPOE Director, and Coordinator Supervisor.