**Outcome:** We will document insurance correctly 100% of the time

**So that:** families of eligible children can utilize their insurance for services and are charged the most accurate amount.

**Explanation of Data: Quarterly Data:** (44/46) 95.7%

We did not meet the target for this indicator.
1 (initial): private insurance consent was missing carrier information.
1 (annual): insurance supplement form was signed but was left blank and no insurance card on file.

Both of these errors related to insurance forms not being completed accurately and/or completely. This has not been a problem in the past (at least in FFY12). We hypothesize that service coordinators need to be reminded of the importance of collecting insurance information and the correct procedure for completing the forms.

**Strategies (Who is responsible/timeline/evaluation):**

If service coordinators need to be reminded of the importance of collecting insurance information and the correct procedure for completing the forms, then the Service Coordination Supervisor will address this during a staff meeting with all of the service coordinators before the end of June 2014. The purpose of this meeting will be to discuss why collecting insurance information is important to the State and how each form should be completed.

The Service Coordination Supervisor will put a plan in place for monitoring insurance forms at the same time that they monitor cost participation for the service coordinators in this cluster. This plan will be shared with service coordinators and implemented by the end of June 2014.

*The initial plans for Clusters CEH will look very similar because we do not have enough information to individualize them. Next quarter and continuing in the future, these plans should reflect each cluster’s unique elements (e.g., system, geography).*

List barriers to accomplishing strategies and how to address them:

Staff meetings have full agendas and it may be difficult to address this in-depth. If that is the case, the SC Supervisor may want to consider alternate methods of sharing information.

**Resources needed:**

- ☐ State Clarification
- ☐ IIDC
- ☐ Training
- ☐ Mentoring
- ☐ Other: ________________________________

Explain:
**Stakeholder Collaboration:** None this quarter due to the transition. However, next quarter, the goal should be to include in this section conversations with stakeholders about the 2nd quarter QIP.