



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

ROBERT GORDON
DIRECTOR

DATE: August 28, 2020

TO: Greg Hofman, CEO
Lakeshore Regional Entity

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HeathWest, CMH Services of Muskegon County

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Lynne Doyle, Executive Director
CMH of Ottawa County

Lisa Williams, Executive Director
West Michigan CMH System

FROM: Morgan VanDenBerg, Manager, Federal Compliance Section
Division of Quality Management & Planning
Bureau of Community Based Services

SUBJECT: 1915(c) HCBS Waivers and Substance Use Disorder Site Review

This memo is to advise that a full site review will be conducted of Lakeshore Regional Entity/Region 3 and the associated Community Mental Health Service Programs to review the Children's Waiver Program (CWP), Habilitation Supports Waiver (HSW), and Waiver for Children with Serious Emotional Disturbance (SEDW) and Substance Use Disorder Services (SUD).

The Site Review will be conducted **Monday, October 19 – Monday, November 30, 2020, as a remote/desk review. As such, access to your electronic health records will be needed to complete the review requirements.** This review is necessary to comply with the CWP, HSW, SEDW, and SUD agreements with the Centers for Medicare & Medicaid Services. This review is also intended to serve as a training tool and to provide technical assistance in the provision of CWP, HSW, SEDW, and SUD services and in meeting service delivery requirements.

This site review will include a review of the CWP, HSW, and SEDW case files (EMR), provider qualifications, and administrative processes related to health and welfare. It will also include administrative review of the SUD services.

Enclosed you will find the following forms to be used during the site review:

- 1915(c) Waivers Site Review Protocol
- HSW, CWP, and SEDW Professional Qualifications Form

- Provider Qualifications – CWP and SEDW review for CLS/respite and HSW non-licensed staff
- Substance Use Disorder Protocol

We will provide your staff with the **names of the beneficiaries to be reviewed by 9/8/20**. We will also be forwarding a **Preparation Power Point** for your staff to review (with this letter), to assist with planning and preparing for this site review.

For the Substance Use Disorder Protocol, please submit a list of **all** SUD providers to Chris Parker-Darish at parkerdarishc@michigan.gov by **September 18, 2020**. Please ensure that your list clearly indicates the specific service the SUD provider provides: i.e. treatment, prevention and/or recovery. A subsample from your full SUD provider list will be identified and provided to you by **September 25, 2020**. You will be required to provide the SUD Service Protocol and supporting documents for this review, much specific to the subsample drawn, by Friday, **October 16, 2020**. Follow-up will be conducted with the PIHP if needed.

At the time of the scheduled site review, please have the following documents ready and /or available:

- The CWP, HSW and SEDW beneficiary's **electronic health records**, including but not limited to: Waiver Certifications, assessments, person-centered plan/plans of service, home modifications, equipment purchases and budgets, etc.
- Credentialing documents for Professional staff, Community Living Support (CLS) and Respite staff (including those hired through Choice Voucher or self-determination arrangements) and for the HSW only, other staff providing HSW services, e.g., day program or pre-vocational. These files should include credentialing documents, employee-/employer contracts, verification of trainings and criminal background checks to serve as evidence for your responses on the Provider Qualifications forms.

Transfer of required documentation will need to occur, using the MILogin – File Transfer File Process/FTP application, no later than Friday, **October 16, 2020**.

The MDHHS Site Review staff will work with your staff to develop the agenda for the review. You may contact your team lead, Chris Parker-Darish by email (parkerdarishc@michigan.gov) or by phone at 517-335-1594 (o) /517-230-7622 (c). For questions specific to CWP and SEDW, please contact Angelo Powell at PowellA8@michigan.gov.

Though our challenges are many, during this unprecedented time, the MDHHS Site Review Team is looking forward to working with your Region to navigate those challenges and to support your continued efforts to provide exceptional services to those we serve.

Thank you.

Enclosures (5)

cc: Kristi Drooger Michele Condit Donald Avery Emilea Brook
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