



DBHDD

Department of Behavioral
Health & Developmental
Disabilities

TITLE

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Director
Provider Performance Unit



ROLES AND RESPONSIBILITIES

The Community Quality Review process is designed to ensure that provider agencies are providing quality services that are person-centered, outcome oriented, with assurances of safeguards in place for a meaningful life in the community.



Community Service Standards

- Community Service Standards are guiding principles and minimum requirements to support all DBHDD Providers in Georgia to do the best job for all persons served;
- Community Service Standards or requirements of DBHDD are applicable to all Providers of DD Services regardless of the type of services provided;



Community Service Standards

- The Community Service Standards for DD Providers outline the required Organizational Practices and Outcomes of Services;
- The Community Service Standards are contained in the DBHDD Provider Manual for Community Developmental Disabilities Providers, which is updated periodically.



Critical Areas: Health & Safety

- ❑ Medication & Health Care Management
- ❑ Adequate and Competent Staff
- ❑ Individual Rights, Responsibilities, Protections
- ❑ Behavior Support Practices

Community Service Standards Review Process

- The initial review is scheduled within four to six months following approval to serve one or more individuals with developmental disabilities. *For the review process refer to “Accreditation and Standards Quality Review Requirements for Providers of DD Services” (Policy 02-703) found in the Provider Manual.*
- Community Service Standards current certificate must be maintained for all approved services to provide services. All **new** providers must be reviewed and meet all requirements in the Community Service Standards for DD Providers **and** be in business for a minimum of 12 months before additional services and sites may be added

Sanctions Can and Do Occur

- Recommendation to DCH for “Suspension” to be put in place whereby the provider agency is not permitted to admit any additional individuals, add additional services or add additional locations/sites until all issues are corrected. Suspension can occur due to failure to submit a CAP and/or failure to correct the immediate health and safety issues after an interim visit;
- Additional monitoring visits by Regional staff and Service Coordinating Agency staff;
- Referral to Medicaid’s Program Integrity Unit (PIU) to review billing for services not provided, misuse/waste of Medicaid funds/benefits, patterns of fraud and abuse; and
- Non-renewal/Termination of Contract or LAO and recommendation to terminate Medica



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Questions?