

HCBS Provider Spring Annual Update Meeting

April 2022

Mike Valley- Investigator

PARTICIPANT/CLIENT CARE

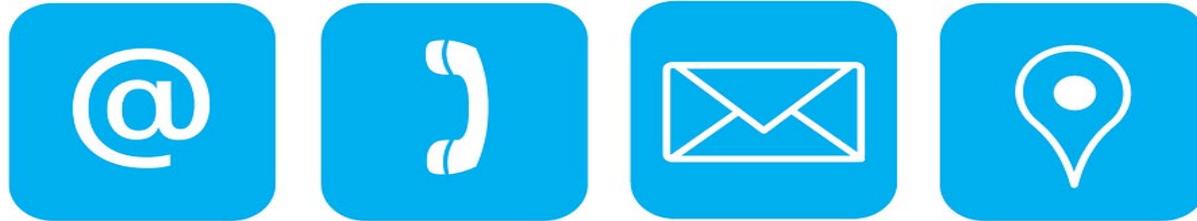
- ▶ Pop up visits—do them. You do not need to announce your visit.
- ▶ Check to see if the house is really cleaned. Check closets for cleaning supplies. (Mop, vacuum, broom, disinfecting wipes, or other cleaning products)
- ▶ Are attendants doing work for participant's family members? They should not be!

OFFICE HOURS

- ▶ Someone has to be in the office during your posted hours. If you have an answering machine or voice mail, your message needs to identify your business name and hours of operation.
- ▶ Someone from MMAC might be checking in to see if someone is there.
- ▶ If you have to leave, post a sign with the date and time and a good phone number where you can be contacted in case MMAC visits.
- ▶ We can show up unannounced for interviews or audits

Records Requests

- We send most record requests via fax or email
- Please make sure your fax numbers and email addresses are updated with MMAC's Contracts/Enrollment Unit



- If/when we call your listed main business phone number and get a “yeah” or “hello” or something other than your business name during your listed business hours, the Provider Enrollment Unit will be made aware you are non-compliant with the requirements of being a provider.

Records Requests - Continued

- ▶ The Investigations Unit will be attaching a Business Records Affidavit to **ALL** records requests we send out. **You must fill it out and have it notarized.**
- ▶ Please mail the original Business Records Affidavit to MMAC, Attn: (*Investigator who sent the request*), 205 Jefferson St. 2nd Floor. Jefferson City, MO 65102.
- ▶ Please include a copy of the notarized affidavit when returning the records to the requesting investigator.
- ▶ Should you have any questions, please feel free to call the investigator requesting the records.
- ▶ **Again, this affidavit MUST be signed, notarized, and the original returned to the requesting investigator's attention in Jefferson City.**

THE STATE OF _____
COUNTY OF _____

BUSINESS RECORDS AFFIDAVIT

Before me, the undersigned authority, personally appeared _____ who,
being by me duly sworn, deposed as follows:

My name is _____, I am of sound mind, capable of making this affidavit,
and personally acquainted with the facts herein stated:

I am the custodian of the records of _____. Attached hereto are (choose
one or more)

- _____ page(s) of records
- _____ disc(s) containing a pdf file with _____ pages
- _____ disc(s) containing _____ (describe contents,
e.g. two excel files, five audio recordings, etc.)
- _____ USB flash drive(s) containing _____
(describe contents, e.g. two excel files, five audio recordings, etc.)
- _____ other (describe) _____

from _____. These above described records are kept by
_____ in the regular course of business, and it was the regular course of
business of _____ for an employee or representative of
_____ with knowledge of the act, event, condition, opinion, or diagnosis
recorded to make the record or to transmit information thereof to be included in such record; and the
record was made at or near the time of the act, event, condition, opinion or diagnosis. The records
attached hereto are the original or exact duplicates of the original.

Affiant

In witness whereof I have hereunto subscribed my name and affixed my official seal this _____
day of _____, 20____.

Notary Public

My commission expires: _____

(Seal)

Business Record Affidavit

Make sure that you send
this back to the attention
of the Investigator who
sent the request.

Michael Valley- Investigator

FRAUD

- ▶ Medicaid Fraud Definition: No health care provider shall knowingly make or cause to be made a false statement or false representation of a material fact in order to receive a health care payment. [Revised Statutes of Missouri, RSMo. Section 191.905](#)
- ▶ Some examples of fraud:
 - ▶ Billing for services **NOT** provided
 - ▶ Offering/Accepting bribes or kickbacks for referring participants
 - ▶ Incentives to retain participants
 - ▶ Rendering inappropriate or unnecessary services
- ▶ **Do not bill when the participant is in the hospital or otherwise not receiving care! They must be home in order to receive care!**

Michael Valley- Investigator

FRAUD

- ▶ Remember you cannot bill from the participant's care plan, you can only bill for **ACTUAL TIME WORKED**. All CDS providers are now required to use EVV. (**Revised Statute of Missouri 660.023**) You should only bill based on EVV or Telephony records. If you have a “clock in” but no “clock out” or vice versa, you should not bill until you verify the actual hours worked. Clock in/clock out times should be exact. Manual entries must have verification, as well.
- ▶ Train staff on **NOT** submitting time sheets or EVV for days when they are not working, or if their participant is not home/in the hospital.
- ▶ Train staff on how to clocking in/out themselves. Participants are not allowed to clock in/out for staff.
- ▶ Train staff to actually do the work on the care plan and not sit around playing on their phones.
- ▶ Make sure you are aware of additional employment of your staff. Also make sure your staff know if they have another job, they can't be in two places at the same time.
- ▶ Kickbacks and incentives are not allowed. You cannot offer **ANYTHING** to anyone as a condition for a participant to stay with your company or to recruit new participants.

Michael Valley- Investigator

- ▶ Do not bill from the care plan. You can only bill for the time worked and the services provided, which should be verified with EVV.
- ▶ When billing, please bill for each day services are provided; not for multiple days, weeks, or months at one time, also known as block billing.
(Ex: 10/4/21 - 10/8/21, 4 hours each day = 80 units)
- ▶ You should bill: 10/4/21 16 units, 10/5/21 16 units, etc.
- ▶ Consumer Directed Services providers are **REQUIRED** to pay attendant withholding taxes. MMAC will impose sanctions, up to and including termination for providers who do not pay withholding taxes.

CDS and In Home

- ▶ For CDS, the attendant may be a family member but cannot be a spouse.
- ▶ Marriage Certificates are easy to find. \$3.00 in St. Louis City.
- ▶ For In Home, a family member is defined as a Parent, Sibling, Child by blood, adoption, or marriage, spouse, grandparent or grandchild

We need your help

- ▶ You're a taxpayer.....it's your money!
- ▶ More services for those in need
- ▶ If you know about it and don't report it, you are committing fraud. This is the easiest way to get terminated from the program.
- ▶ It's the right thing to do

Michael Valley- Investigator

Questions???

Contact Info

Michael Valley

Michael.Valley@dss.mo.gov

(573) 751-3399

Website: mmac.mo.gov

