Quality Review Tracking
KDADS

July 31, 2018

Table of Contents

General Instructions

| Overview | The Quality Review Tracking application is a KDADS web application created to assist with the Quality Review audits that are performed by KDADS' HCBS-QR field staff and beginning August 1, 2018 the KDADS' PRTF QR staff. The application's database contains a randomly selected set of HCBS waiver and PRTF customers. The KDADS Quality Review staff record the results of their interviews with, and desk reviews for, these customers.

There are several types of users that use Quality Review Tracking:
- KDADS Quality Review program managers (Waiver and PRTF)
- KDADS Quality Review staff (Waiver and PRTF)
- ADRC staff (upload supporting documentation requested by KDADS) (Waiver only)
- MCO staff (upload supporting documentation requested by KDADS) (Waiver and PRTF)
- KDADS ISD staff (import the databases for the time period being reviewed) |

| System Requirements and Browser Settings | In order to use the Quality Review Tracking application, the following requirements must be met:
- Internet connection
- Internet Browser:
  - ✓ Recommended - Microsoft Internet Explorer newest version
  - ✓ Optional - Firefox newest version
- Disable Pop-Up blockers – some application pages launch in a new window and pop-up blockers may prevent them from opening. |

Technical Support

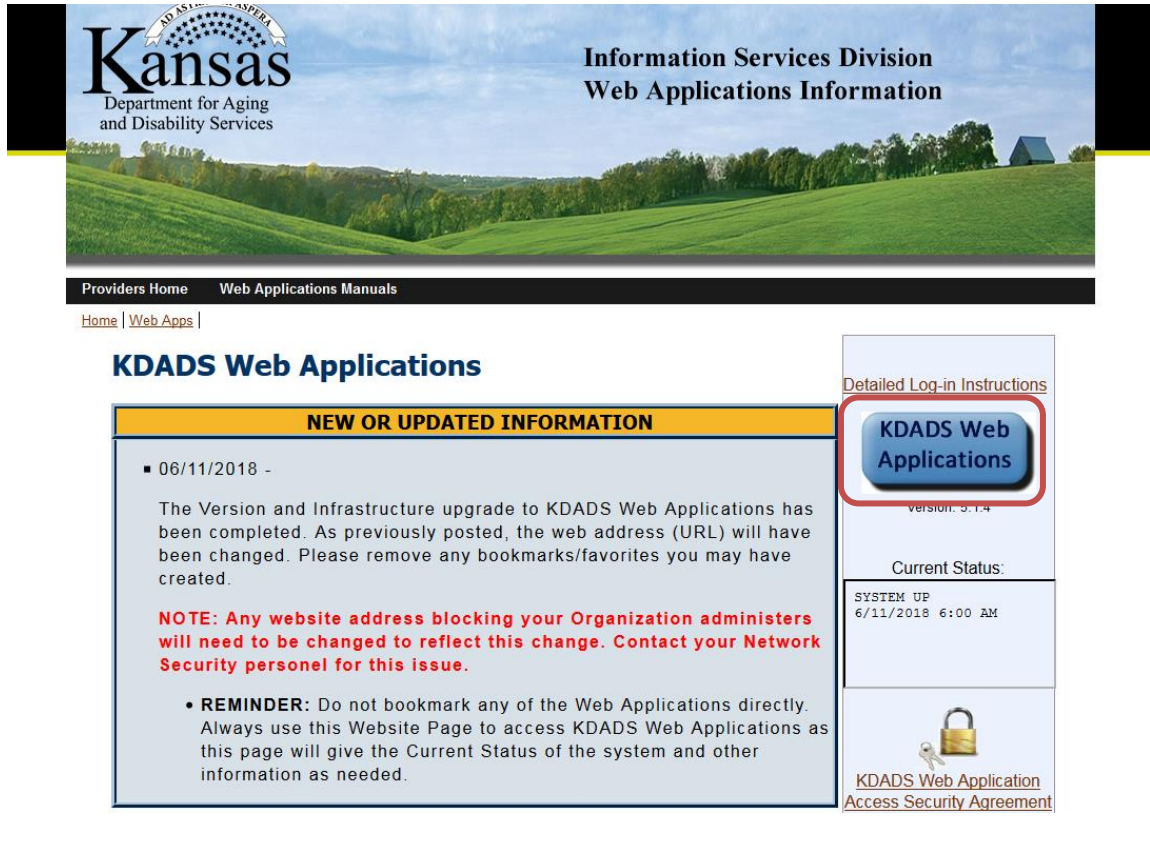| Issue	Contact Person
• Application How To Questions • Other Technical Application Issues	KDADS Help Desk ***Phone:*** *(785) 296-4987* ***E-Mail:*** *KDADS.HELPDESK@ks.gov*

Questions about Quality Review Tracking policies and guidelines	***Phone:***
	   (800) 432-3535
	   (785) 296-4986
	Ask for the assigned Quality Review staff listed on the Review List.

Accessing KDADS Web Applications

Introduction   You must have an existing Web Applications user account, with the appropriate security access roles in order to access the Quality Review Tracking application. If you do not, or you do not remember your sign-in information, contact the KDADS Computer Help Desk for assistance.

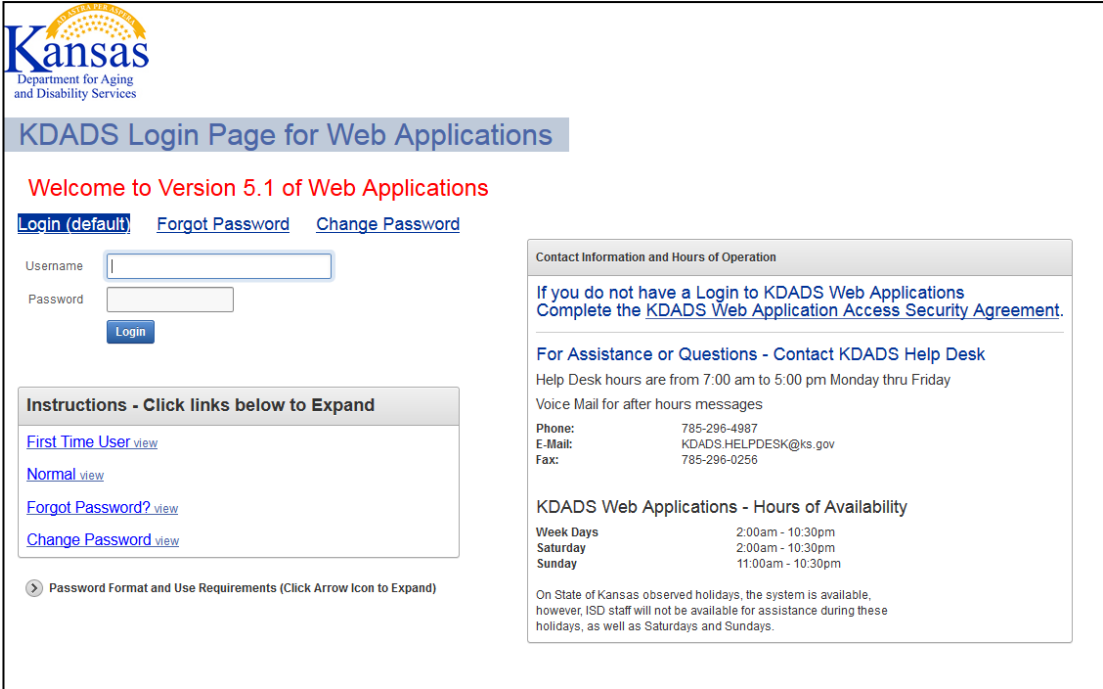All KDADS Web Applications are secure and encrypted.

How To   Follow the steps in the table below to accessing the sign-in page for the KDADS Web Application.

Step	Action	Result
1.	Open the internet browser. Access the KDADS Web Site. **www.kdads.ks.gov** Click on the **Web Apps** option on the Black Menu Bar.	The KDADS Web Applications Web Page will be displayed.
2.	Select the **KDADS Web Applications** button on the right side of the page.	The KDADS Web Application Sign-In page will display.

Signing-In

How To   Follow the steps in the table below to complete the Signing-in process.

Step	Action	Result
1.	Once the Sign-In page is displayed. Type the **User Name**. Press **Tab**.	Insertion point advances.

Step	Action	Result
2.	Enter **Password**. If it is the first time signing into the application, use the initial password that was issued in the e-mail from the KDADS Information Services Division Help Desk. Click the **OK** button.	The Web Application Home page will display.

Accessing the Quality Review Tracking Application

How To   Follow the steps in the table below to access the Quality Review Tracking application.

Step	Action	Result
1.	To access the Quality Review Tracking Application, click on the **MCO / Org Waiver QRT** button or the **MCO PRTF QRT** the on the Web Applications Home Page. Buttons will display according to security access.	Opens to the **Listing** page of the Quality Review Tracking Application.
2.	Select the desired Review **Period**	The customer records for that period display in an Interactive Report.

Quality Review Tracking

| KDADS Waiver Listing | KDADS NCI Listing | Your Assigned Listing | Reports | Assign - Update Reviewers - Waivers | Assign - Update Reviewers - NCI |

Waiver Quality Reviews

Review Periods: ○ 2015 Jan-Jun ○ CY-2015 ○ 2016 Jan-Jun
● 07/01/2016 - 09/30/2016 ○ 10/01/2016 - 12/31/2016 ○ 01/01/2017 - 03/31/2017
○ 04/01/201 - 06/30/2017 ○ 07/01/2017 - 09/30/2017 ○ 10/01/2017 - 12/31/2017
○ 01/01/2018 - 03/31/2018 ○ 04/01/2018 - 06/30/2018

Waiver Type: ○ AU ○ DD ○ FE ○ PD ○ SED ○ TA ○ TBI
○ DD MFP ○ FE MFP ○ PD MFP ○ TBI MFP ○ TC PD MFP ● all(default)

Primary or Secondary: ○ P ○ S ○ neither ● all(default)

LISTING

[Q ▾] [_____] [Go] Rows [15 ▾] [Actions ▾]

1 - 15 of 621 (>)

	MCO files	ADRC files	Review Date	Review Status	Waiver	P/S	Interview Date	City	MCO	Primary Organization	KDADS Request By	KDADS Request Date	KDADS Rec
📄	-	-	11/16/2016	IN REVIEW	DD	P	-	LEAWOOD	UNITEDHEALTHCARE - MCO	JOHNSON CO DEVELOPMENTAL	KDADS	11/30/2016	-
📄	-	-	11/16/2016	NOT_IN_REVIEW	SED	P	-	MANHATTAN	UNITEDHEALTHCARE - MCO	PAWNEE MENTAL HEALTH SERVICES	KDADS	01/25/2017	-
📄	-	-	11/16/2016	IN REVIEW	TA	S	-	JUNCTION CITY	UNITEDHEALTHCARE - MCO	CHILDREN'S CHOICE	KDADS	11/30/2016	-

Navigation – Quality Review Tracking Listing

Introduction   The report displays the customers that have been selected to have Quality Review. The listing is in an Interactive Report format, which gives the user a table view then allows the user to utilize filters and other reporting tools to create custom views of the data. Detailed instructions on how to use all the functions available in Interactive Reports is located on the KDADS Website – Providers Information – Manuals and Instructions - Interactive Reports Instructions for KAMIS and other KDADS Web Applications.

http://www.kdads.ks.gov/docs/default-source/General-Provider-Pages/manuals/KAMIS-Manuals/interactive-reports-user-manual.pdf

Navigational Tabs   At the top of the page of the Quality Review Tracking are Navigational Tabs.

For Waiver Reviews:
- KDADS Waiver Listing
- KDADS NCI Listing
- Your Assigned Listing
- Reports
- Assign – Update Reviewers – Waivers
- Assign – Update Reviewers – NCI
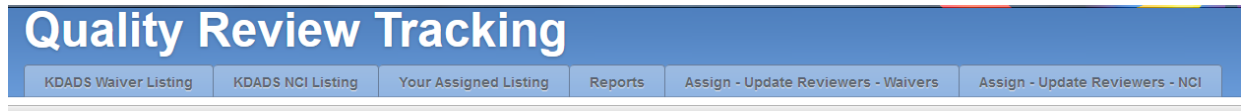
For PRTF Reviews:
- KDADS PRTF Listing
- Your Assigned PRTF Listing
- Assign – Update Reviewers – PRTF
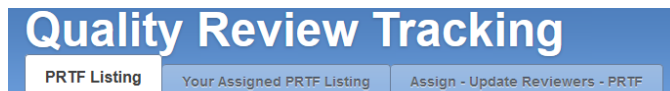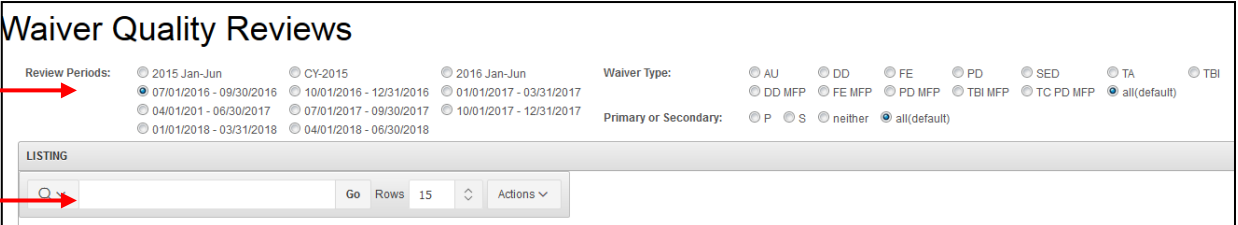
Navigation – Quality Review Tracking Listing (continued)

Listing Navigation

The top region of the KDADS Listing page provides several pre-defined filters that are used to display the desired customer data in the Interactive Report. The Quality Review Review(s) Period does default to the most current period. The Waiver Review Listing has options to select the Waiver Type and Primary or Secondary. These filters default to an "All" choice to determine the content of the listing.
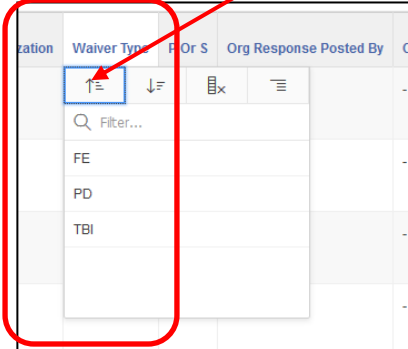
To change any of the selections, click on the desired filter's radio button. Each change you make will update and redisplay the listing. Wait for the Interactive Report to redisplay before choosing the next filter.

The report is interactive with a search field. Enter the criteria and click on the "Go" Button. Additional sorting and filtering options as well as a download utility can be found under the "Action" select button.

The report is also interactive by utilizing the column headings to sort or filter by the content.

Waiver Reviews Pre-Defined Filters

Filter	Purpose
Period Note: The available review periods always show the most recently available quarter.	
Waiver Type • AU – Autism • DD – Intellectual/Developmental Disability • FE – Frail Elderly • PD – Physical Disability • SED – Serious Emotional Disturbance • TA – Technology Assisted • TBI – Traumatic Brain Injury • DD MFP – Intellectual/Developmental Disability (Money Follows the Person) • FE – Frail Elderly (Money Follows the Person) • PD – Physical Disability (Money Follows the Person) • TBI – Traumatic Brain Injury (Money Follows the Person) • TC PD MFP – TC Physical Disability (Money Follows the Person) • All (default)	Defaults to **all**. If you want to filter the list to a specific waiver, select the desired waiver.
Primary or Secondary • P • S • neither • All (default)	Defaults to **all**. If you want to filter the list to a specific selection, choose P, S, or neither. Customers uploaded to the database are usually labeled as either Primary or Secondary. If a Primary customer for some reason is not available for the Quality Review audit, a Secondary customer can be selected to replace him/her.

PRTF Reviews Pre-Defined Filters

PRTF Quality Reviews

Review Periods:　◎ August 2018

LISTING

🔍﹀ [　　　　　　　　　　　] Go | Rows | 15 | ↕ | Actions ﹀

Filter	Purpose
Period Note: The available review periods always show the most recently available quarter.	

Review Information

Introduction   On the Quality Review listing, there is a Select column that will forward the user to the Review Information page where the customer information and uploaded files can be viewed. Also, this page allows for additional review information to be entered.
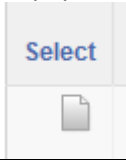
Sub-pages / processes available from this page for the Waiver Reviews.
- LOC Record Review
- MCO Record Review
- Individual Interview
- Appointment Letter
- Files Uploaded from the LOC (Primary Organization) and from the MCO.

Sub-pages / processes available from this page for the PRTF Reviews.
- MCO Record Review
- Files Uploaded from the MCO.

How To   Follow the steps in the table below to select the customer for the review process.

Step	Action	Result
1.	On the Quality Review listing under the Select column, click on the paper icon. Select	Review Information page displays.
2.	Prior to advancing to any of the Record Review pages, the following needs to be completed: 1. Overall QRT Review Status needs to be placed into "In Review". 2. Appropriate Record Review Status needs to be placed into "In Review".	Status of "In Review" releases the questions to be answered.

Waiver Review Information Page

Review Information

Form Navigation

LOC Record Review

MCO Record Review

Individual Interview

Appointment Letter

MCO Upload Status:
UPLOAD NOT COMPLETE

LOC Upload Status:
UPLOAD NOT COMPLETE

MCO Files Uploaded (0)

Primary Organization (0)

Review Information

Review Date	Reviewer Assigned	QRT Review Number	QRT Type	Waiver	Primary or Secondary	MCO	Primary Organization
11/16/2016		48298	WAIVER	DD	P	UNITEDHEALTHCARE - MCO	JOHNSON CO DEVELOPMENTAL

Individual Information

First Name	Last Name	Gender	Date of Birth	Medicaid Number	KAMIS Number

MMIS Address	KAMIS Address

Review Status

MCO Upload Status to Incomplete   LOC Upload Status to Incomplete

Overall QRT Review Status:
○ Not In Review   ○ In Review   ○ Not Reviewed   ○ Completed   ○ Secondary Utilized

LOC Record Review Status:
○ Not In Review
○ In Review
○ Not Reviewed
● Completed

MCO Record Review Status:
○ Not In Review
● In Review
○ Not Reviewed
○ Completed

Indivdual Review Status:
○ Not In Review
● In Review
○ Not Reviewed
○ Completed

KDADS Program Manager Review Complete: KDADS PM REVIEW NOT REQUIRED

KDADS Program Manager Review Complete Date:

Quality Review Information

Apply Changes (Save)   **Send Alert**

Assessment and Service Plan: ○ Initial ○ Review   **Assessor:**

Record Review: ○ Initial ○ Review

Interview Date: [   ] 🗓 (MM/DD/YYYY)   **Interview Time:** [   ] HH:MI am

Case Needs To Be Closed: ● No ○ Yes   **Case Needs Closed Reason:** ~ Select ~
If Other is selected, make comment in "QR Review Comments" box below.

Alert Reasons:
☐ Case should have been closed
☐ Client Obligations that exceed the cost of the Service Plan
☐ DPOA's, if activated, are not allowed to provide any direct services without Court documentation saying they have been approved to do so.
☐ FAI or other Assessment is not current
☐ Individual being served stated they would like their Care Coordinator to contact them
☐ Individual could not be located, or no longer resides at the address provided in the case record
☐ Spouses cannot serve as a Personal Care Service Worker or in any other paid capacity, without a "Spousal Exception."
☐ Protective Service concern
☐ Other Reason for Alert

QR Review Comments: **File Upload Comment:**   **KDADS Program Manager Comment:**

Email Alerts / Notices Sent

No Alerts/Notifications Found

PRTF Review Information Page

PRTF Review Information

Form Navigation

MCO Record Review

MCO Upload Status:

MCO Files Uploaded (0)

Review Information

Review Date	QRT Review Number	QRT Type	MCO	First Name	Last Name	Medicaid Number	Reviewer Assigned
07/01/2018	36938377	PRTF	SUNFLOWER STATE HEALTH PLAN - MCO	UMAR	ABDUL-RAUF	00102228088	-

PRTF Information

PRTF Org One ↑≡	PRTF Org Two	PRTF Org Three	PRTF Days	Reserve Days	Total Days
LAKEMARY CENTER INC	-	-	167	-	167

Review Status

Apply Changes (Save)   **MCO Upload Status to Incomplete**

PRTF Admission Date: 07/01/2018

PRTF Discharge Date: 07/04/2018

Overall QRT Review Status:

○ Not In Review   ○ In Review   ○ Not Reviewed   ● Completed

MCO Record Review Status:

○ Not In Review   ○ In Review   ○ Not Reviewed   ● Completed

QR Review Comments:

File Upload Comment:

Review Information (continued)

Action Button(s)

On the Review Information page, there are action buttons that will set the Upload Status to Incomplete for the following:

Waiver Review:
- Primary Organization
- MCO

PRTF Review:
- MCO
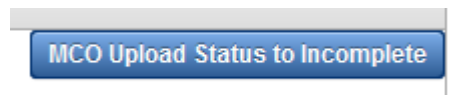
View Attached Files

View an Attached File

After files have been attached to a customer Quality Review record, they can be viewed. Follow the steps in the table below to view an uploaded file.

Step	Action	Result
1.	Click on the Files Uploaded (MCO or LOC) link(s).	The page launches in a separate tab or window.
2.	Click on the **File Name** link in the Uploaded Files table, and if prompted, Open the file. Note: Depending on the browser being used, the file may automatically open, without a prompt.	You may be prompted to either Open *or* Save the file. Choose Open. Depending on your browser settings and the type of file that was uploaded, the file will open in a browser window/tab, or in the application it was created in.
3.	After viewing the attachment, close the window/tab.	Other open tabs will be available.

Note: Any user that has access to the Quality Review Application for the specific Review Type (Waiver or PRTF) can view the uploaded files.

	Actions ∨							
Delete	**Name**	**File Name**	**Doc Size**	**Add Dt** ↓≡	**Add User**	**Mod User**	**Mod Dt**	**Read Status**
☐	Lighthouse.jpg	House	561276	07/31/2018 03:03:33 pm	DEBYPARHOMEK	-	-	-
								1 - 1

Waiver Reviews – LOC / MCO / Individual Interview Record Review

Introduction	The three different record review pages function the same. Each review page has their own set of questions and available answers as appropriate. In this instruction, the MCO Record Review page is being used.

How To	Follow the steps in the table below to complete the record review process.

Step	Action	Result
1.	From the Review Information page, click on the appropriate navigation button.	MCO Record Review page displays.
2.	Required fields: • Result • Findings (if Non-Compliant Result) • Findings Comment (if Non-Compliant Result)	Answer each question. This must be done all at once, you cannot answer just a few of the questions and go back.
3.	Once all questions are answered, click on the Save button.	Information is saved.
4.	Click the Review Information button.	Return to the Review Information page
5.	Change the MCO Record Review status to "completed".	Grays out the answers to the questions on the MCO Record Review page.

MCO Record Review

Form Navigation

[Review Information]

[LOC Record Review]

[Individual Interview]

Files Uploaded (0)

Review / Individual Information

MCO Record Review Status: IN REVIEW

QRT Review Number	First		Medicaid	Date of	Waiver	Review Date	Reviewer Assigned	MCO	Primary Organization
48298	ADAM	SCHWARTZMAN	00101348781	9/15/1985	DD	11/16/2016	NICK KARAM	UNITEDHEALTHCARE - MCO	JOHNSON CO DEVELOPMENTAL

Performance Measure Questions

[Save]

	Question	Measure	Source
1.	Did initial Service Plan start within the approved timeframe identified in the waiver application?	PD 29 --- DD/FE/TA/TBI 30 --- AU 37	KAMIS, RECORD REVIEW, LOG NOTES

Result: ~ Select Result ~ ▼

Findings: ~ Select Finding ~ ▼

Findings Comment: [   ]

Remediation: ~ Select Remediation ~ ▼

Remediation Comment: [   ]

	Question	Measure	Source
2.	Does the individual's record contain documentation indicating a	DD/FE/PD/TA/TBI	SERVICE PLAN,

PRTF Reviews – MCO Record Review

How To   Follow the steps in the table below to complete the record review process.

Step	Action	Result
1.	From the Review Information page, click on the MCO Record Review navigation button.	MCO Record Review page displays.
2.	Required fields: • Result	Answer each question. This must be done all at once, you cannot answer just a few of the questions and go back.
3.	Once all questions are answered, click on the Save button.	Information is saved.
4.	Click the Review Information button.	Return to the Review Information page
5.	Change the MCO Record Review status to "completed".	Grays out the answers to the questions on the MCO Record Review page.

Completing the Customer Review

Introduction   Once all the Record Reviews have been completed, the Overall Review Status needs to be changed to completed.

How To   Follow the steps in the table below to complete the overall review process.

Step	Action	Result
1.	Prior to completing the overall status to "Completed", change any Record Review statuses as needed. No Record Review status should be in the "In Review" status.	
2.	Change the Overall QRT Review Status to "completed".	
3.	Click the Save button.	All fields are disabled.

Review Status

Overall QRT Review Status:

○ Not In Review   ○ In Review   ○ Not Reviewed   ⦿ Completed   ○ Secondary Utilized

LOC Record Review Status: MCO Record Review Status: atus:

○ Not In Review   ○ Not In Review   ○ Not In Review
○ In Review   ○ In Review   ○ In Review
○ Not Reviewed   ○ Not Reviewed   ⦿ Not Reviewed
⦿ Completed   ⦿ Completed   ○ Completed
                                                  ○ NOT INTERVIEWED

Signing-Out

Introduction   When the user will not be using the application for a period of time, sign off the program for security reasons.

How To   Follow the steps in the table below to exit the application.

Step	Action	Result
1.	Close the browser tab with the Quality Review Tracking Application, the KDADS Web Application Home Page will display.	
2.	Click on the Logout link in the upper right-hand corner of the Home Page.	Will return to the KDADS Web Application Sign-In Page