



DEVELOPMENTAL PROGRAMS BULLETIN

COMMONWEALTH OF PENNSYLVANIA DEPARTMENT OF PUBLIC WELFARE

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NUMBER

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SUBJECT:

Provider Monitoring

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SCOPE:

Administrative Entity (AE) administrators or directors
Supports Coordination Organization (SCO) providers
Agency with Choice (AWC) Financial Management Services (FMS) providers
Providers of Consolidated and Person/Family Directed Support waiver services

PURPOSE:

This bulletin establishes a standardized monitoring process which includes information and data collection documents to be utilized by AEs to conduct provider monitoring.

BACKGROUND:

Prior to July 1, 2009, an AE conducted provider monitoring based on the terms of its contracts with individual service providers. As of July 1, 2009, AEs no longer maintain contracts with individual service providers of Consolidated and Person/Family Directed Support (P/FDS) waivers (waiver) services. Consequently, the monitoring of providers by each AE must be conducted in accordance with the current AE Operating Agreement, waiver requirements and as established by this bulletin.

DISCUSSION:

Provider monitoring must be comprehensive, standardized, measurable and objective. Utilizing a standard process, tools and data collection documents, ensures verification that providers are qualified and services are provided in compliance with the waivers, federal and state regulations, the Office of Developmental Programs' (ODP's) policies and procedures, and the current ODP *Provider Agreement for Participation in Pennsylvania's Consolidated and P/FDS Waivers (Provider Agreement)*, or any approved revisions.

Statewide provider monitoring shall be conducted for all waiver providers identified in the scope of this bulletin utilizing the standard ODP-approved processes, tools and required documents.

COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:

The Appropriate Regional Office of Developmental Programs

The ODP-approved standard process, assessment tools and required documents related to provider monitoring such as the provider monitoring assessment tool, SCO monitoring assessment tool, SCO monitoring process, provider monitoring process, established parameters for scoring a monitoring tool, the process for determining the sample size and future statewide analysis reports shall be maintained and accessed through the “Provider Monitoring” link on ODP’s website at:
<http://www.dpw.state.pa.us/provider/doingbusinesswithdpw/developmentalprograms/index.htm>.

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