



September 3, 2014

Ms. Patricia McKinley, Director
Around the Clock Home Health Care Services
5245 Germantown Avenue
Philadelphia, Pennsylvania 19144

Dear Ms. McKinley:

I am enclosing for your review the final audit report of Around the Clock Home Health Care Services (ATC) as prepared by the Division of Audit and Review (DAR). Your response has been incorporated into the final report and labeled as an Appendix. The report covers the period from July 1, 2010 to June 30, 2012.

I would like to express my appreciation for all of the courtesy extended to my staff during the course of the fieldwork. I understand that you were especially helpful to Edwina Downs in completing the audit process.

The final report will be forwarded to the Department's Office of Long Term Living (OLTL).

If you have any questions concerning this matter, please contact David Bryan, Audit Resolution Section at [REDACTED].

Sincerely,

A handwritten signature in black ink that reads "Tina L Long". The signature is written in a cursive, flowing style.

Tina L. Long, CPA
Director

Enclosure

c: Ms. Ann Henry
Mr. Michael Hale
Ms. Kim Nagle
Mr. Michael Luckovich

bc: Mr. Alexander Matolyak
Mr. Daniel Higgins
Mr. David Bryan
Mr. Michael Sprow
Ms. Shelley Lawrence
SEFO Audit File (S1311-P51)

Some information has been redacted from this audit report. The redaction is indicated by magic marker highlight. If you want to request an unredacted copy of this audit report, you should submit a written Right to Know Law (RTKL) request to DHS's RTKL Office. The request should identify the audit report and ask for an unredacted copy. The RTKL Office will consider your request and respond in accordance with the RTKL (65P.S. §§ 67.101 et seq.) The DHS RTKL Office can be contacted by email at: rapwrtkl@pa.gov.



September 3, 2014

Mr. Brendan Harris, Executive Deputy Secretary
Department of Public Welfare
Health & Welfare Building, Room 334
Harrisburg, Pennsylvania 17120

Dear Deputy Secretary Harris:

In response to a request from the Office of Long Term Living (OLTL), the Bureau of Financial Operations (BFO) initiated an audit of Around the Clock Home Health Care Services (ATC). The audit was designed to investigate, analyze and make recommendations regarding the reimbursements from the Provider Reimbursement and Operations Management Information System (PROMISe) for client care. Our audit covered the period from July 1, 2010 to June 30, 2012 (Audit Period).

This report is currently in final form and therefore contains ATC's views on the reported conclusions.

Executive Summary

ATC provides services through participation in the Home and Community-Based Services waiver program, such as the Aging waiver as funded by the Pennsylvania Department of Aging (PDA).

A statistically valid random sample (SVRS) of claims paid through PROMISe was selected for analysis. The BFO determined that claims were adequately documented. As such, no further action was required.

See Appendix A for the Background; Objective, Scope and Methodology; and Conclusion on the Objective.

Results of Fieldwork

A SVRS of PROMISe claims reimbursed during the Audit Period for Personal Care In-Home Services was tested for adequacy of supporting documentation. The BFO found that the claims tested were supported by adequate documentation.

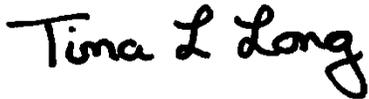
The BFO analyzed the underlying documentation to determine the validity of each claim in the sample. The documentation included time sheets, daily activity notes, employee-consumer schedules as well as other items available in each consumer's physical file. We also compared the number of units authorized in the ISPs to the units billed, and verified that the number of units billed did not exceed the number authorized. Finally, we verified for care-givers that ATC conducted checks and retained documentation to support criminal background clearances in compliance with 55 Pa. Code Chapter 52.

Around the Clock Home Health Care Services
July 1, 2010 to June 30, 2012

Although a few minor exceptions were noted, the variance was within the expected range of occurrence (errors) such that an extrapolation of the results was not warranted. No costs are questioned nor did any other items come to our attention that warranted correction. ATC corrected the exceptions that were noted.

Based on the above noted results, the BFO considers this audit closed.

Sincerely,

A handwritten signature in black ink that reads "Tina L Long". The signature is written in a cursive, slightly slanted style.

Tina L. Long, CPA
Director

c: Ms. Ann Henry
Mr. Michael Hale
Ms. Kimberly Nagle
Mr. Michael Luckovich

bc: Mr. Alexander Matolyak
Mr. Daniel Higgins
Mr. David Bryan
Mr. Michael Sprow
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AROUND the CLOCK HOME HEALTH CARE SERVICES

APPENDIX A

APPENDIX A

Background

ATC is a for-profit healthcare agency located in Philadelphia PA. ATC's mission is to provide for consumers' needs in their homes through personal, clinical and technological services. ATC's caregivers serve senior citizens and disabled individuals by providing personal assistance services, personal care services, skilled nursing, and various homemaker services to consumers in Bucks, Chester, Delaware, Montgomery and Philadelphia counties.

ATC serves consumers who are approved by the PDA. PDA funds the waiver eligible services which are paid through the PROMISE reimbursement process. OLTL has the responsibility of monitoring services for consumers enrolled in the Aging waiver.

Objective/Scope/Methodology

The audit objective, developed in concurrence with OLTL was:

- To determine if ATC has adequate documentation to substantiate its paid claims through PROMISE for services delivered.

The criteria used to ascertain the adequacy of supporting documentation was 55 Pa. Code Chapter 52, 55 Pa. Code Chapter 1101 and pertinent Federal Waiver requirements.

In pursuing this objective, the BFO interviewed OLTL personnel and ATC's management. We also analyzed books, payroll records, care-giver time sheets, case notes, Daily Activity logs, billing data, PROMISE reimbursement data, electronic records available in the Home and Community Services Information System (HCSIS) and other pertinent data necessary to pursue the audit objective.

We conducted this performance audit in accordance with generally accepted government auditing standards (GAGAS). Those standards require that we plan and perform the audit to obtain sufficient evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe that the evidence obtained provides a reasonable basis for our conclusions based on our audit objective.

Government auditing standards require that we obtain an understanding of management controls that are relevant to the audit objective described above. The applicable controls were examined to the extent necessary to provide reasonable assurance of the effectiveness of those controls. Based on our understanding of the controls, there were no material deficiencies in billing procedures.

The BFO's fieldwork was conducted intermittently from May 27, 2014 to June 17, 2014 and was performed in accordance with GAGAS. This report is available for public inspection.

Conclusion on the Objective

In conclusion, ATC met the documentation requirements for reimbursement of PROMISE claims. Supporting documentation such as time sheets, daily activity notes and other evidence of service delivery were determined to be adequate. As a result, no costs are questioned nor did any other items come to our attention that warranted correction.

**AROUND THE CLOCK HOME HEALTH CARE SERVICES
RESPONSE TO THE DRAFT REPORT**

APPENDIX B

AROUND THE CLOCK HOME HEALTH CARE SERVICE

█ Germantown Avenue
Philadelphia, PA 19144

Tel: 215.991.6222
█

Mr. Brendan Harris, Executive Deputy Secretary
PA Department of Public Welfare
Health & Welfare Building, Room █
Harrisburg, PA 17120

8/24/14

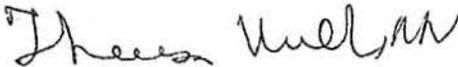
Dear Deputy Secretary Harris:

This is notification of receipt of the results of the audit for period July 1, 2010 to June 30, 2012.

We agree with the findings of the audit and will work hard to continue to comply with all regulations required. We are in the process of obtaining the protocol and permissions for electronic files and time records which would facilitate less paperwork and greater ease with accessing information.

We will continue to work hard and efficient to stay in compliance with the regulations and requirements.

Sincerely,



Theresa Williams, RN
Administrator

CC: Mr. Daniel Higgins
CC: Ms. Edwina Downs