



February 13, 2013

Mr. Alex Prior
Maxim Healthcare Services, Inc.
7227 Lee DeForest Drive
Columbia, Maryland 21046

Mr. Dan Santobianco
Administrative Officer
Maxim Healthcare Services, Inc.
301 City Line Avenue, Suite 300
Bala Cynwyd, Pennsylvania 19004

Dear Mr. Prior and Mr. Santobianco:

I am enclosing the final performance audit report of Maxim Healthcare Services, Inc., that was recently completed by this office.

I would like to extend my appreciation for all the courtesy extended to my staff during the course of fieldwork. I understand that you were especially helpful to Timothy N. Rausch in expediting 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 (717) 783-7217.

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

Enclosure

c: Ms. Karen Deklinski
Ms. Bonnie Rose
Mr. Michael Hale
Mr. Grant Witmer
Ms. Sallee Rowe
Ms. Vicki Stillman-Toomey
Mr. Timothy O'Leary

bc: Mr. Alexander Matolyak
Mr. Daniel Higgins
Mr. David Bryan
Ms. Kenya Faulkner
Ms. Shelley Lawrence
SEFO Audit File (S1205-Z99)



February 13, 2013

The Honorable Gary Alexander
Secretary of Public Welfare
Health & Welfare Building, Room 333
Harrisburg, Pennsylvania 17120

Dear Mr. Alexander:

In response to requests from the Office of Developmental Programs (ODP) and the Office of Long Term Living (OLTL), the Bureau of Financial Operations (BFO) initiated an audit of Maxim Healthcare Services, Inc. (Maxim). The audit was designed to investigate, analyze and make recommendations regarding the reimbursements from the Provider Reimbursement and Operations Management Information System (PROMISe) for consumer care. Our audit covered the period from March 31, 2011 to September 30, 2012 (Audit Period).

This report is currently in final form. Maxim's management has reviewed the audit report and has chosen not to provide a formal response. This report will be available for public inspection.

Executive Summary

Maxim assists consumers to acquire and maintain the highest possible level of independent living by providing registered nursing, habilitation, personal assistance, companionship, light housekeeping and other services such as respite.

The audit of Maxim's documentation in support of PROMISe reimbursements for services rendered resulted in no findings.

Background

Maxim is a health care provider who operates in all 50 states and in the District of Columbia. It has twelve (12) offices in Pennsylvania, which provide in-home personal care services to consumers and families with special needs. In Pennsylvania, Maxim provides services to consumers who are enrolled by ODP, OLTL and the Pennsylvania Department of Aging (PDA).

Maxim works with developmental disability organizations to provide in-home personal care services to consumers and families with special needs. Maxim receives funding through ODP, OLTL and PDA. The PDA funded consumers are monitored by the OLTL.

Objective/Scope/Methodology

The audit objective, developed in concurrence with ODP and OLTL was:

- To determine if Maxim has adequate documentation to substantiate its claims reimbursed by PROMISe for personal care and other related services.

The criteria used to ascertain the adequacy of supporting documentation was 55 Pa. Code Section 1101.51, ODP Bulletin #00-07-01 dated April 26, 2007 and pertinent Federal Waiver requirements.

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, no material deficiencies in the recording transactions and in completion and retention of documentary evidence came to our attention.

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 appropriate 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.

The BFO's field work was conducted intermittently from December 10, 2012 through January 9, 2013 and was performed in accordance with GAGAS. This report, as presented in its final form, is available for public inspection.

Results of Fieldwork

Maxim has twelve (12) offices in Pennsylvania. For purposes of this audit, the BFO selected two statistically valid random samples (SVRS). The first sample consisted of 72 reimbursements for In-Home RN Supervision, Light Housekeeping and Personal Assistance Services. The second sample was comprised of 70 reimbursements for Home and Community Habilitation Services.

In pursuing the audit objective, the BFO interviewed ODP and OLTL personnel, as well as management at Maxim's Bala Cynwyd and Exton offices. We also analyzed accounting records, care givers' time sheets, progress notes, bank statements, bills, receipts, PROMISe reimbursement data and electronic records available in the Home and Community Services Information System (HCSIS), and other pertinent data necessary to pursue the audit objective.

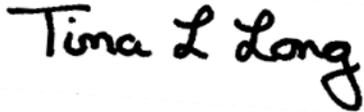
The BFO's fieldwork was conducted from December 10, 2012 to December 14, 2012. At the conclusion of the fieldwork, the BFO made additional inquiries in regard to certain reimbursements sampled in order to reconcile the number of units of service reimbursed by PROMISe to the number of units shown in Maxim's time records. All exceptions were satisfactorily resolved during the closing conference conducted on January 9, 2013.

Maxim Healthcare Services, Inc
March 31, 2011 to September 30, 2012

After testing the samples and resolving all exceptions, BFO concludes that maxim is following applicable regulations, guidelines and procedures.

Based on the results of the audit and the comments provided by Maxim, the BFO will consider this audit closed.

Sincerely,

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