

# Dependable Home Health Care, Inc.

## **POLICY AND PROCEDURE ON SERVICE VERIFICATION**

### I. PURPOSE

The purpose of this policy is to establish the process and standards for the agency to conduct service verification calls.

### II. POLICY

This personal care agency will conduct internal processes to ensure that service is being provided as directed and funded through Medical Assistance. The process will be used to ensure that the agency is billing accurately and not committing fraud. A service verification is an unscheduled telephone call with the PCA services recipient and the PCA worker to verify that a PCA worker is present and providing scheduled services.

### II. PROCEDURE

- A. A service verification call will occur by the Qualified Professional or agency designated personnel once every 90 days for each PCA service recipient. The following will be considered regarding these calls:
  1. For recipients who have more than one PCA, the Qualified Professional or agency designated personnel will make a service verification call to a different PCA at least every 90 days until every PCA serving that recipient has been contacted. This will be done prior to repeating calls with the recipient's PCAs.
  2. For recipients who have only one PCA, the Qualified Professional or agency designated personnel will contact that PCA once every 90 days.
- B. The agency will continue to make service verification calls according to the timelines as stated above for as long as they are providing PCA services to the recipient.
- C. During each service verification calls, the Qualified Professional or agency designated personnel will speak with both the PCA worker and the PCA service recipient or the service recipient's responsible party. This will be done to the best of the Qualified Professional or agency designated personnel's ability that each PCA worker and PCA service recipient is directly spoken with. The purpose of this communication is to verify the PCA worker is providing services as directed by the service plan and care plan.
- D. For each service verification call, the following will be documented:
  1. The name of the service recipient and if applicable, their responsible party.
  2. The name of the PCA worker for whom the Qualified Professional or agency designated personnel made the service verification call.
  3. The name of any other PCA provider agency that was present with the PCA worker during the service verification call.
  4. The name of the PCA provider agency staff person conducting the service verification.
  5. The start and end times of the service verification call.
  6. The day, month, and year of the service verification call.
  7. A copy of the PCA worker's timesheet for the period during which the service verification call was made.
- E. Documentation from service verification calls will be maintained for at least five years.