

Questions and Answers from Provider Roundtable Presentation

September 25, 2024

Q1. Can we get a copy of this BSPARI tool?

A1. You can find it here under quality reviews [Behavioral Services - Virginia Department of Behavioral Health and Developmental Services \(DBHDS\)](#)

Q2. How do you become a trained investigator?

A2. Reviewing the training video on the OHR website does not meet the requirement of being a trained investigator. This video is supplemental.

Note-Review of the PowerPoint meets OL requirements as part of 520.A, but it does not meet OHR requirements specific to investigator training. OHR indicated that you receive a certificate once you attend the OHR investigator training. It was stated that providers may use the video as a supplemental resource after an employee has received a full training, or as an interim solution when the provider staff has registered for a training session that is more than 30 days away, this includes the investigator training offered by the Office of Human Rights but also includes any other training that a provider has verified as appropriate.

Q3. What training is needed for Human Rights to be considered complaint investigator?

A3. Please contact your Human Rights Advocate to confirm.

Q4. Has DBHDS or DMAS began to conduct follow up HCBS reviews for sites that have previously been found complaint?

A4. We will do reviews for previously reviewed locations if we receive a complaint, the setting had a heightened scrutiny status or by random sample to verify that all review entities are consistent. Once we move to ongoing monitoring, the sample will be more like QMR. Random sample pulled based on claims information and services provided. We will be providing information and doing webinar trainings once we have the process finished.

Q5. When will there be more training for Risk and Quality Improvement?

A5. Here's the link to the Office of Licensing Q&A re: Risk Management training requirement: [https://dbhds.virginia.gov/library/licensing/2022/Frequently%20Asked%20Questions%2012VAC35-105-520%20\(1\).pdf](https://dbhds.virginia.gov/library/licensing/2022/Frequently%20Asked%20Questions%2012VAC35-105-520%20(1).pdf)

Q6. for the immediately response for health and safety is the response due prior to the due date?

A6. An immediate corrective action plan will be required if the department determines that the violations pose a danger to individuals receiving services which would be identified as a H&S CAP. If a provider needs a CAP extension, it must be submitted via connect PRIOR to the due date. **Extensions will not be given for H&S violations.**

Q7. Can providers get a copy of the 8-domain crosswalk?

Q7. Please contact your Licensing Specialist to request a copy.

Q8. Will there be any training for the DSPs on anything and would there be any new HCBS training for our DSP's?

A8. DSPs are welcome to attend trainings we offer to the provider community. Some trainings are occasionally offered related to health/risk for DSPs. If you have specific training needs, please contact your Provider Team CRC to discuss. Also, Please make sure you are on our listserv to receive training announcements as they are scheduled at <https://lp.constantcontactpages.com/su/Z8Uy2i7/providernetwork>.

Q9. Will there be any upcoming training (in- person) regarding DSP's and emergency/ fall/ lift and transfer/deadly seven from OIH or other departments, if so when are dates?

A9. Please make sure you are on our listserv to receive training announcements as they are scheduled at <https://lp.constantcontactpages.com/su/Z8Uy2i7/providernetwork>.

Q10. Will there be an update to in-person PCP with VCU as many links are error / dead links with no additional training resources for Person Centered Thinking / Planning?

A10. Please send corrections to dmmachonis@vcu.edu.

Q11. Is there going to be any upcoming training or information on new the ISP 4.0 format

A11. There will be regional in-person PRTs coming up in October to discuss questions about the ISPs. You can also check our website, as more information has been posted there about the ISP 4.0, including training videos and documents. Here is the link: [Office of Provider Network Supports - Virginia Department of Behavioral Health and Developmental Services \(DBHDS\)](#)

Q12. Can DBHDS provide additional guidance about what must go into our General Schedule of Supports? Our service auth requests are getting pended for two reasons: 1) we are not including non-wavier-funded activities (e.g., sleep, work, school, church, etc.) into our "General Schedule of Supports" entered directly into our WaMS Part 5, and 2) we are not including services from other providers in our "General Schedule for Supports".

A12. Other service providers should not be included on your Part V. Please reach out to your Provider Team CRC to discuss concerns to explore this issue and determine how to resolve concerns regarding schedule development. We are working with Service Authorization to increase consistency, so your input would be helpful.

Q13. Can individuals way overdue for a new SIS be a priority?

A13. Our SIS Quality Manager might be able to assist. You can contact her at maureen.kennedy@dbhds.virginia.gov.

Q14. When will the drill form be available?

A14. We are working collaboratively with OIH to have posted on their site the PPT, the drill form, and the scenarios...essentially a toolkit for medical emergencies.

Q15. Should the HCBS rights be posted in the home or easily accessible to the individuals and staff?

A15. HCBS rights need to be reviewed with individual and signed annually. There is no posting requirement for these.

Q16. What is the new language from Chapter 2 about visitation?

A16. The new language is from Chapter 2 of the DD Waivers manual. Providers must "Permit Community Service Board support coordinators and case managers access to the premises at any time to see individuals in service settings and allow full access to the individual's records on site. Providers may not deny access to records or refuse entry to the premises. "

Q17. What exactly does the funds cover?

A17. Information about allowable items and services will be posted here in early October <https://mylifemycommunityvirginia.org/ifsp-funding>.

Q18. Can Waiver recipients be self-advocate representatives with IFSP

A18. Yes. We are required to have at least 50% of our members be on the WL or family member of individuals on the WL, but we can certainly have people with DD Waiver on the council, as well.

Q19. An individual we provide day services to have a SIS Tier change. That change occurred in the middle of the month. Can we bill the entire month under the old rate tier or does the new rate tier need to be applied for the entire month?

A19. Our SIS Quality Manager might be able to assist. You can contact her at maureen.kennedy@dbhds.virginia.gov.

Q20. What are some examples of accredited training programs for abuse and neglect investigations, aside from the DBHDS training?

A20. Please contact your Human Rights Advocate to confirm.