



# Informational Packet

## Waiver Provider Monitoring – Interim Process for Fiscal Year 2010-2011

ODP Communication Number: Packet 093-10

**Audience:** Administrative Entities and Providers of Waiver Funded Services

**Purpose:** To provide the Interim Waiver Provider Monitoring process for use by AEs to monitor waiver service providers within the AE's jurisdiction pending the adoption of a statewide provider monitoring protocol for Fiscal Year (FY) 2010-2011.

This Interim Waiver Provider Monitoring process is for use by AEs to monitor waiver service providers within the AE's jurisdiction pending the adoption of a statewide provider monitoring protocol. The statewide provider monitoring protocol is expected to be ready July 2011. For FY 2010-2011, AEs may use this interim monitoring tool or may use one of its own design if it has been approved by ODP through the regional offices.

AEs must monitor all providers of waiver services using this interim monitoring process, at least annually, except the following providers specifically identified: ICFs/MR, Vendor Fiscal/Employer Agent organizations, Agency with Choice providers, all base-funded service providers, and supports coordination organizations. Monitoring may be done more frequently if issues of provider performance arise.

The results of the monitoring should be discussed with the provider at the conclusion of the monitoring, and a copy of the monitoring results must be maintained at the AE office, to be available during AE oversight.

When a corrective action plan (CAP) is required, the AE should instruct the provider to complete it and return it to the AE and the appropriate regional office(s) by a specified due date, no later than 30 calendar days after notification that a CAP is required. If the provider cannot complete a CAP within 30 calendar days or the CAP is not being implemented, the AE should contact the regional ODP for assistance.

This interim monitoring form is available to providers to reference prior to the review for FY 2010-2011. Providers are encouraged to conduct a review prior to the monitoring. The results may be shared with AEs; however providers are not required to share the results with AEs.

A copy of the Interim Monitoring Form for FY 2010-2011 can be located at: [www.odpconsulting.net](http://www.odpconsulting.net) → ODP Forms which is located under the ODP Resources menu on left side of the homepage.

Please contact your Regional Program Office for additional information.