

INSPECTION / MONITORING REPORT

MVA FORM AC-8

(Page 1 of 2)

This form is used by the Department of Health and Hospitals, Medical Vendor Administration in its monitoring and review of a certified Application Center and its certified representatives. Inspection and monitoring shall be done at a minimum of once every other year on all certified Application Centers.

Each section of this form is completed by DHH/MVA or their designee. Identifying information and the certification portion of Section Three will be partially completed prior to the on-site review to reflect information currently on the AC database.

The DHH Monitor will contact the Application Center to schedule an on-site visit. The visit shall include entrance and exit conferences with the Administrator as well as a review of the AC's procedures, files, and records.

Key factors to be noted in the review process are:

Physical Plant Inspection

- Location of the AC in relation to accessibility by the applicant
- Location of interview area and accommodations for privacy
- ADA accommodations, and
- Posted times/days for Medicaid application interviews.

Files and Record-Keeping and Correct Use of Appropriate Forms

- Current copy of AC Contractual Agreement
- AC Handbook (facility copy or Internet access)
- Certification letters
- Confidentiality Responsibility Statements
- AC Log of Referrals
- Previously completed Monitoring/Inspection Reports, and
- Monitoring Corrective Action Reports, if any.

Application Processing

- Professionalism
- Processing time and timely submittal to DHH Parish Office
- Sufficient supply of Medicaid Flyers, Applications, and Voter Registration Forms
- Explanation of benefits
- Explanation of rights and responsibilities, and
- Confidentiality and security of application information/forms.

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(Page 2 of 2)

The Monitor will inspect the AC Representative personnel files to verify that names of AC Representatives in the AC database are current, as well as to determine that certification letters, and current, signed *Statements of Confidentiality* are on file.

NOTE: ***The AC is required to report changes on the AC database information in writing to DHH/MVA Regional Medicaid Office within ten (10) calendar-days from the date each change occurs.***

The Monitor shall also make a random, visual inspection of referral logs and previously completed monitoring/inspection reports.

Following the review, the Monitor shall discuss all findings, including any need for corrective action, with the Administrator and advise him or her of any required changes. If a need for corrective action is established, the AC has **thirty (30) days** to make the required adjustments. The form shall be signed by both the Monitor and the Administrator (or his or her designee) during the exit conference.

The original *Inspection/Monitoring Report* is forwarded to DHH/MVA State Office within **ten (10) days** of the inspection. After review, a copy of the inspection/monitoring report and the appropriate cover letter are sent to the Application Center, the Parish Medicaid Office and the Regional Medicaid Office.