# QA Process

**Date Completed:** _____

**Provider Number:** _____ **Provider Name:** _____

**Name of Program Manager:** _____

**Name of Quality Assurance Representative/s:** _____

**License Type of Representative:** ☐ MD      ☐ NP/CNS/RN      ☐ Licensed Psychologist      ☐ LCSW      ☐ LMFT

**Contact Phone Number:** _____ **Email:** _____

**Who will be participating on the QA Check-In calls with the QA Unit:** _____

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**QA Representative Responsibilities:** The QA representative is responsible for serving as subject matter expert at each individual directly-operated program and overseeing the QA process.

**Webinars Participation:**

QA/EC: ☐ Live      ☐ Recording

Network Adequacy/Access To Care: ☐ Live      ☐ Recording

**QIC Meetings Attendance:**

☐ SA 1      ☐ SA 5
☐ SA 2      ☐ SA 6
☐ SA 3      ☐ SA 7
☐ SA 4      ☐ SA 8

1. Who attends to the EC/QA Webinar: _____
2. Who attends the Network Adequacy/Access to Care webinar: _____
3. Who is the person responsible for completing and updating the NACT: _____
4. How are you disseminating the information obtained from the webinars:

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**Weekly Requirements:** On a weekly basis, each directly-operated provider must run the following reports and make corrections in accord with the Error Correction (EC) Manual.

**Check all reports run on a weekly basis**

☐ Missing Diagnosis Detail

☐ Active Clients by Primary Program of Service

☐ Service Information Check Report

☐ Progress Note Duration Mismatch

1. Day of the week the above reports are run: _____
2. Who runs the reports: _____
3. If they are not available, who is the backup: _____
4. Who do the reports get distributed to: _____
5. How do they get distributed: _____

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6. Who will investigate/review charts to determine next steps: _____

7. Who will notify practitioner(s) of corrections needed: _____

8. What staff are responsible for making corrections: _____

9. Day of the week reports are re-run to verify corrections are made: _____

## Chart Review: Please complete if chart reviews are done

**Process for conducting Chart Reviews:**

☐ Individually          ☐ As a Group          ☐ Other (Please Explain) _____

Staff conducting Short Chart Reviews: _____

Day of the Month that chart review is completed (e.g. 1st Tuesday of the Month): _____

Process for supervisor to review the findings:

_____

_____

_____

Process for discussing findings with the practitioner:

_____

_____

_____

Who is responsible for making corrections: _____

Who is responsible for coordinating voiding of claims with QA: _____