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HUMAN SERVICES**

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LME/MCO Joint Communication Bulletin # J432

DATE: September 2, 2022

TO: Local Management Entities/Managed Care Organizations (LME/MCOs)

FROM: Renee Rader, Assistant Director, Policy and Programs, DMH/DD/SAS
Deb Goda, Associate Director, Behavioral Health and I/DD, NC Medicaid

SUBJECT: Update to Individual Placement Support (IPS) – Supported Employment Fidelity Evaluations

This bulletin amends [Joint Communication Bulletin #J235](#) distributed Feb 14, 2017, and [Joint Communication Bulletin #J309](#) distributed on Oct 18, 2018, regarding the timeline and process for Individual Placement Support (IPS) fidelity evaluations. This bulletin highlights recent updates to the fidelity evaluation process. The updates will:

- Reduce the amount of time the fidelity evaluators spend on-site with providers.
- Allow for a more careful review of the documentation submitted in advance of the on-site evaluation through a remote chart review.

The specific changes made to the fidelity evaluation process include:

- The amount of time spent on-site for the fidelity evaluation has been reduced from two full on-site days to one full day on-site and one full day conducted remotely via a secure virtual platform. These days will be consecutive. The full day conducted remotely will include virtual interviews and observations.
- The chart review for the fidelity evaluation will be conducted remotely via a secure virtual platform.
 - This will be completed one week prior to the on-site evaluation.
 - The orientation letter that the provider receives will include instructions on how to submit chart data through a HIPAA secure folder.
 - The deadline for submitting chart data will be 3 days prior to the remote chart review.
 - The IPS team will be responsible for deleting access to the secure folder following the evaluation.
- A virtual debriefing session will be held following the receipt of the finalized report to provide feedback on strengths and recommendations for future training and improvement.

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For our evaluators to complete their evaluations in a timely and accurate manner, they must have access to data both prior to, and if requested, after the on-site evaluation. Where noted, timelines involving days are business days as opposed to calendar days. It is expected that LME/MCOs and IPS providers adhere to this timeline:

Step or Function	Timeframe for Completion/Submission	Responsible Party
IPS team is notified of upcoming evaluation	4-6 weeks before the on-site evaluation is scheduled	Fidelity Evaluation team
Pre-visit data and spreadsheets are completed and returned to the Fidelity Evaluation team	2 weeks before the on-site evaluation	IPS team
LME/MCO(s) is notified when IPS team does not meet the data submission deadline, as applicable	2 weeks before the remote chart review	DMH/DD/SAS Adult Mental Health (AMH) team staff
Chart data submitted to the Fidelity Evaluation team via secure folder	3 days before the remote chart review	IPS team
Remote chart review	1 week before the on-site fidelity evaluation	Fidelity Evaluation team IPS team
On-site Fidelity Evaluation	1-day on-site evaluation	IPS providers and partners Fidelity Evaluation team
Remote Fidelity Evaluation (virtual interviews/observations)	1-day remote evaluation	IPS providers and partners Fidelity Evaluation team
IPS preliminary fidelity score is provided to the IPS team*	15 days after the completion of the on-site evaluation	Fidelity Evaluation team
Draft IPS fidelity evaluation report is provided to the IPS team	30 days after the IPS preliminary fidelity score has been provided to the IPS team	Fidelity Evaluation team
IPS team reviews draft IPS fidelity evaluation report and option to contest up to three scoring points^	10 days after receipt of draft IPS fidelity evaluation report	IPS team
Final evaluation report is sent to the IPS team^	The report <u>is not</u> contested: 5 days The report <u>is</u> contested: 15 days	Fidelity Evaluation team
Final fidelity evaluation report will be sent to the LME/MCO(s)	At the time the final evaluation report is sent to the IPS team	DMH/DD/SAS AMH team staff
Virtual debriefing meeting	Following receipt of the final evaluation report	The IPS team, agency administrators, fidelity evaluators, LME/MCO representative(s), DVR, DMH/DD/SAS and DHB

*If a fidelity evaluation team finds they need information after the on-site evaluation has been completed, the IPS team has five business days after the information is requested to submit it to the lead evaluator. This process can lengthen the time to receive the preliminary score and full evaluation report.

^All IPS teams will be provided 10 business days to review their evaluation report and have the opportunity to contest no more than three scoring points with objective data. Any data to support contested scoring points must

be provided at the end of the 10-business day review. If no information is submitted during this timeframe, the score will be finalized. If a team contests any items, it will add 15 days to the receipt of the final evaluation report.

It is ultimately the IPS team's responsibility to ensure that the fidelity evaluation team has timely access to all data required and requested. If evaluators do not have access to the above listed data sets in the timeframes identified, the fidelity evaluation team will complete their scoring based on the information they have. Please note that the Timeframe for Completion/Submission is a requirement, not a recommendation. LME/MCOs will be notified if an IPS team does not submit the required and requested data by the submission deadline.

If you have any questions, please contact Nicole Ness at 984-236-5058 or nicole.ness@dhhs.nc.gov or Margaret Herring at 984-236-5057 or Margaret.herring@dhhs.nc.gov.

Previous bulletins can be accessed at: www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins

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