

**Westside Regional Center  
Targeted Case Management (TCM) and  
Nursing Home Reform  
Monitoring Review Report**

**Conducted by:**

**Department of Developmental Services**

**September 13–24, 2021**

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## EXECUTIVE SUMMARY

The Department of Developmental Services (DDS) conducted a federal compliance monitoring review of the Targeted Case Management (TCM) and Nursing Home Reform (NHR) programs from September 13–24, 2021, at Westside Regional Center (WRC). The monitoring team selected 34 consumer records for the TCM review. A sample of 10 records was selected from consumers who had previously been referred to WRC for an NHR assessment.

### Purpose of the Review

Case management services for regional center consumers with developmental disabilities were added as a medical benefit to the Medi-Cal State Plan in 1986 under Title XIX of the Social Security Act. TCM services are those “. . . services which will assist individuals in gaining access to needed medical, social, educational, and other services.” DDS implemented the TCM program statewide on July 1, 1988.

The NHR Pre-Admission Screening/Resident Review program involves determining whether an individual in a nursing facility with suspected developmental disabilities is developmentally disabled and requires specialized services.

### Overview of the TCM/NHR Compliance Monitoring Protocol

The review criteria for the TCM and NHR programs are derived from federal and state statutes and regulations and the Centers for Medicare & Medicaid Services’ guidelines relating to the provision of these services.

### Findings

#### Section I – Targeted Case Management

Thirty-four consumer records, containing 2,721 billed units, were reviewed for three criteria. The sample records were 100 percent in compliance for criterion 1 (TCM service and unit documentation matches the information transmitted to DDS), 99 percent in compliance for criterion 2 (TCM service documentation is consistent with the definition of TCM service), and 100 percent in compliance for criterion 3 (TCM service documentation identifies the individual who wrote the note and the date the note was completed).

#### Section II – Nursing Home Reform

Ten consumer records were reviewed for three criteria. The ten sample records were 100 percent in compliance for all three criteria.

## SECTION I

### TARGETED CASE MANAGEMENT

#### Criterion

1. The Targeted Case Management (TCM) service and unit documentation matches information transmitted to the Department of Developmental Services (DDS).

#### Finding

WRC transmitted 2,721 TCM units to DDS for the 34 sample consumers. All of the recorded units matched the number of units reported to DDS.

#### Recommendation

None

2. The TCM service documentation billed to DDS is consistent with the definition of TCM service.

Allowable TCM units are based on services which assist consumers to gain access to needed social, educational, medical or other services and include the following components: 1) assessment and periodic reassessment to determine service needs; 2) development and periodic revision of an individual program plan (IPP) based on the information collected through the assessment or reassessment; 3) monitoring and follow-up activities, including activities and contacts that are necessary to ensure that the IPP is effectively implemented and adequately addresses the needs of the consumer; and 4) referral and related activities to help the consumer obtain needed services. However, it is important to note that TCM does not include the direct provision of these needed services.

#### Findings

The sample of 34 consumer records contained 2,721 billed TCM units. Of this total, 2,691 (99 percent) of the units contained descriptions that were consistent with the definition of TCM services.

Recommendation	Regional Center Plan/Response
WRC should ensure that the time spent on the identified activities that are inconsistent with TCM claimable services (sent separately) is reversed.	WRC agrees to reverse these claims and will provide training to ensure more accurate claims in the future.

3. The TCM documentation identifies the service coordinator recording the notes and each note is dated.

Finding

The TCM documentation in the 34 sample consumer records identified the service coordinator who wrote the note and the date the service was completed.

Recommendation

None

## SECTION II

### NURSING HOME REFORM

#### Criterion

1. There is evidence of dispositions for the Department of Developmental Services' (DDS) Nursing Home Reform (NHR) referrals.

#### Finding

The ten sample consumer records contained a copy of the Pre-Admission Screening/Resident Review (PAS/RR) Level I form, or NHR automated printout.

#### Recommendation

None

2. The disposition is reported to DDS.

#### Finding

The ten sample consumer records contained a PAS/RR Level II document or written documentation responding to the Level I referral.

#### Recommendation

None

3. The regional center submitted a claim for the referral disposition.

#### Finding

The billing information for the ten sample consumers had been entered into the AS 400 computer system and electronically transmitted to DDS.

#### Recommendation

None

## SAMPLE CONSUMERS

### TCM Review

#	UCI	#	UCI
1	7829880	18	7600365
2	7696500	19	4857181
3	7605706	20	5833868
4	5650973	21	6711297
5	7613398	22	7604196
6	7596835	23	7697187
7	7599763	24	4978888
8	7697354	25	5625280
9	7612501	26	7613084
10	7600505	27	7698388
11	7600372	28	7693553
12	6020937	29	7630447
13	5466701	30	7626374
14	7602565	31	7426858
15	5644893	32	7623947
16	7812308	33	7633297
17	7409209	34	7619099

### NHR Review

#	UCI
1	7818339
2	7306094
3	7605297
4	5397773
5	7600600
6	5397773
7	7600352
8	7609170
9	4946315
10	7635288

## ATTACHMENT I

### TCM DISTRIBUTION OF FINDINGS

CRITERION PERFORMANCE INDICATOR Sample Size: 38 Records Billed Units Reviewed: 2,490	# OF OCCURRENCES			% OF OCCURRENCES	
	YES	NO	NA	YES	NO
1. The TCM service and unit documentation matches the information transmitted to DDS.	2,721			100	
2. The TCM service documentation billed to DDS is consistent with the definition of TCM service.	2,691	30		99	1
3. The TCM service documentation is signed and dated by appropriate regional center personnel.	2,721			100	

### NHR DISTRIBUTION OF FINDINGS

CRITERION PERFORMANCE INDICATOR Sample Size: 8 Records	# OF OCCURRENCES			% OF OCCURRENCES	
	YES	NO	NA	YES	NO
1. There is evidence of dispositions for DDS NHR referrals.	10			100	
2. Dispositions are reported to DDS.	10			100	
3. The regional center submits claims for referral dispositions.	10			100	