



**DEPARTMENT OF HUMAN SERVICES AND OFFICE OF THE OMBUDSMAN FOR  
THE INSTITUTIONALIZED ELDERLY**

**FEDERAL INITIATIVE: MONEY FOLLOWS THE PERSON (MFP) DEMONSTRATION  
PROJECT**

**NEW JERSEY'S MFP PROGRAM: "I CHOOSE HOME NEW JERSEY"**

**EFFECTIVE DATE:** July 1, 2014

**DATE ISSUED:** July 1, 2014

- I. TITLE: Quality Management and Improvement Requirements**
- II. PURPOSE: To establish reporting requirements for On Call System.**
- III. SCOPE: All MFP participants.**
- IV. POLICIES:**
  - According to CMS Policy Guidance dated April 23, 2013, the following three quality requirements must be in place in order to assure the health and welfare of MFP individuals upon discharge to a community setting:

- A critical incident reporting and management system and a process to ensure that the system is working as planned;
- A risk assessment and mitigation protocol and a process to ensure that the protocol is working as planned; and
- A backup strategy in place that includes access to a 24 hour back up service to address a lapse in the provision of essential health and support services or other circumstances that could have a negative effect on participant health or welfare, and a process to ensure that the strategy is working as planned.

## **V. PROCEDURE FOR ON CALL DATA REPORTING**

- As per Article 9 of the MCO contract with the State, the MCO shall utilize the State mandated form for documenting Back-up Plans for Members enrolled in the MLTSS program;
- As per Article 9 of the MCO contract with the State, the MCO Back-up Plan shall include the telephone numbers for the provider and/or Contractor that will be responded to promptly, twenty-four (24) hours per day, seven (7) days per week and allows for referrals and authorization of services as necessary;
- The following data must be reported for all MFP participants:
  - How many calls for emergency\* back-up assistance from MFP participants did the On-Call System receive broken down by the following types of assistance needed:
    - Lack of transportation to medical appointments;
    - Life-support equipment repairs/replacements required;
    - Critical health services;
    - Direct service/support workers not showing up;
    - Other, please specify.
  - For what number of calls received was the MCO able to provide the assistance that was needed when it was needed?
  - Did the MCO have to change back-up services or quality management systems due to an identified problem or challenge in the operation of the back-up systems?
- MCO MFP Liaison will send data via an excel spreadsheet to the MFP Project Director according to the following timeline and age group:
  - By July 31<sup>st</sup> for reporting period January – June.
  - By January 31<sup>st</sup> for reporting period July – December.
  - Broken down by age: < 65 and 65 and older.

\*Emergency refers to situations that could endanger the health or well-being of an MFP participant and may lead to a critical incident if not addressed.