

Subject: Urgent message from Craig Cloud

Date: Wednesday, July 3, 2019 at 12:24:32 PM Central Daylight Time

From: AFMC DPSQA Provider Relations

To:

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Please see urgent message from Craig Cloud regarding ARChoices, Fee-for-Service Outpatient Behavioral Health, Substance Abuse and Inpatient Psychiatric Services for U21

July 1, 2019

To Whom It May Concern:

The Arkansas Department of Human Services Division of Provider Services and Quality Assurance (DPSQA) is pleased to announce the Arkansas Foundation for Medical Care (AFMC) as awardee of the Inspection of Care (IOC) contract. AFMC, on behalf of DPSQA, will begin monitoring and surveying providers, and performing inspections of care to ensure beneficiaries are receiving quality services. Surveys and monitoring visits will begin on or before Aug. 1, 2019.

Please be advised that AFMC representatives will be monitoring and surveying

your site on behalf of DHS. These visits will be unannounced. Providers will be asked to assist with arranging client interviews, and to provide a private, quiet space for the surveyors to work and interview staff. Providers will also be asked to make the following available upon the IOC team's arrival at the site:

- Medical records of Arkansas Medicaid beneficiaries or clients who are identified by the reviewer;
- One or more knowledgeable administrative/provider staff member(s) to assist the team;
- The opportunity to assess and monitor direct patient care in a manner least disruptive to the actual provision of care;
- Staff personnel records, complete with hire dates, dates of credentialing and copies of current licenses, credentials, criminal background checks and similar or related records;
- Written policies, procedures and quality assurance committee minutes;
- Clinical Administration, Clinical Services, Quality Assurance, Quality improvement, Utilization Review and Credentialing;
- Program descriptions, manuals, schedules, staffing plans and evaluation studies; and
- If identified as necessary and as requested, additional documents required by a provider's individual licensing board, child maltreatment checks and adult maltreatment checks.

This letter authorizes the AFMC representatives specifically to perform an in-person Inspection of Care. AFMC representatives may be identified by their AFMC badges or DHS badges.

Sincerely,
Craig Cloud, Director
Division of Provider Services and Quality Assurance

[View original letter here.](#)