

DPSQA Certification

12/09/2020



Agenda

- Purpose/Applying
- DPSQA Responsibilities
- Provider Responsibilities
- Considerations
- Questions?

Purpose

- Certification serves as a Medicaid enrollment criterion
- Certification serves as proof that a provider is following several different requirements
- DPSQA is the agent charged with issuing and regulating certification

Applying

- Applications and needed forms can be found at:
 - <https://humanservices.arkansas.gov/about-dhs/dpsqa/provider-resources>
- Completed applications and supporting documents can be sent together and sent via email to:
 - DPSQA.ProviderApplications@dhs.arkansas.gov

DPSQA Responsibilities

Applications

- DPSQA receives applications for certification through an intake process:
 - Received through hard and electronic means, though electronic means are more efficient and preferred
 - Work is assigned to cross-trained specialist(s)
 - Providers with multiple, simultaneous applications are typically assigned to the same specialist(s) to reduce points of contact
 - Applications are worked in the order received

DPSQA Responsibilities

Applications (cont.)

- Applications are reviewed for completeness:
 - Over last year, DPSQA has devised checklists that are pursuant to the respective certification rules
 - Other material requested may be needed to open certification profiles in new licensing system (example, TIN #s are requested because the licensing system requires them but are not mandated by certification rules)
 - This has reduced internal error of requesting documents that are not required to issue certifications

DPSQA Responsibilities

Applications (cont.)

- Some application processes require site visits:
 - When an application has been determined to satisfy the documentary needs, it is referred to our site inspection team
 - DPSQA has a team designated to only application site visits, which has eliminated any sort of “backlog” and allowed for timely visits

DPSQA Responsibilities

- Manufacturing and distributing certifications
- Correcting certifications
- Updating certification profiles
- From time-to-time verifying certification compliance; on-site
- Imposing remedies, often a corrective action plan, to correct deficient practices discovered

Provider Responsibilities

- Applying for certifications
- Communicating with DPSQA certification needs and updates
- Participating in on-site visit process
- Resolve remedies issued by DPSQA to correct deficient practices discovered
- Apply for recertification, as required by respective rules
- Communicating new/revised certifications to Medicaid provider enrollment

Considerations

- DPSQA is the newest of the DHS divisions and has gone through typical new organization changes
- Current momentum is following the rules and statutes
- Some processes, because of rules such as physical mailings of applications, can still be done, though barriers exist
- Our office aims to assist providers to the degree possible; please visit our [new Bookings options](#) to let us know how we might be able to help

Questions?

- Martina Smith, DPSQA Director
- Johnathan Jones, DPSQA Assistant Director
- Susan Morrow, Licensure/Certification Manager
- Christy Wilson, Enforcement/Compliance Manager

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