

**Program Title:** Compliance & Oversight

**VP:** Mary Steele, SWA

**Supervisor(s):** Billie Henry, RN

**Point of Contact(s):** Billie Henry, RN

The goal of the Compliance and Oversight Division is to support AAA 3 team members and contracted providers in supplying quality services to those served by the organization.

The division includes:

- Provider Relations functions which include recruitment and procurement, certification, contracting and compliance monitoring of service providers.
  - Includes providers of the following programs:
    - PASSPORT Waiver
    - Assisted Living Waiver
    - Care Coordination Program
    - Older Americans Act Nutrition Programs
      - Home Delivered Meals
      - Restaurant Based Dining (DISH)
    - Senior Farmer's Market Nutrition Program
    - Find A Ride Transportation
- Quality Activities to assess that services performed meet internal and/or external compliance measures. Quality activities include:
  - Quarterly Record Reviews
  - Independent Entity review for program eligibility.
  - Facilitate accurate billing submission for contracted services.
  - Identify and assist with resolving issues jeopardizing Medicaid eligibility of program participants.
  - Facilitate the collection of program outcomes
- Staff Development to facilitate opportunities for professional development for all Agency team members.
  - Assist with training of clinical team members
  - Development of formal training models for new hires
  - Scheduling of observations and training with agency experts
  - Provide instructional feedback.
  - Identify learning gaps.