
—PROGRAM INSTRUCTION—

Texas Department of Aging and Disability Services (DADS) – Access and Intake Division

TITLE:	Quality Assurance (QA) Reviews for Direct Purchase of Service (DPS) Service Providers	NUMBER:	AAA-PI 501
SECTION:	Area Agencies on Aging	APPROVAL:	Betty Ford
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RELEVANT CITATION(S):	40 TAC §83.19(f);		
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The Department is issuing this program instruction (PI) to provide detailed guidelines regarding the mandatory quality assurance reviews to be completed on Direct Purchase of Service (DPS) service providers. Quality assurance reviews are to be used to confirm the service provider is in compliance with rules and regulations; and is meeting the expectations of the area agency on aging and the program participant.

According to 40 Texas Administrative Code (TAC) §83.19(f), an area agency on aging (AAA) must conduct a quality assurance review of services provided through DPS.

A AAA requires monthly reports from all active service providers. An active service provider is a vendor who provided service to an authorized program participant during the reporting month. The report may be in the form of an invoice, timesheet, or other document that includes the program participant's name, service provided, and number of units provided.

Through a reassessment, customer satisfaction survey, or other follow-up activities with the program participant, the AAA will conduct a quality assurance review to confirm the program participant's satisfaction with the services provided by the service provider. The AAA may:

- develop a standard risk assessment process to determine the frequency in which the program participant received services from each provider are reviewed for quality assurance;
- use a standardized sampling method of all providers providing services each month; or
- include all clients from all providers each month in the quality assurance review.

Documentation must be maintained to support the information included in the quality assurance reviews.

A quality assurance review will confirm the service provider is performing the following in a satisfactory manner:

- meeting performance criteria and frequency of the service as authorized for the program participant;
- duties as specified on the service authorization;
- ensuring program participant's satisfaction with the service provided; and
- meeting or exceeding all applicable state and federal rules and regulations.

Should you have questions regarding the information contained in this PI, please contact the Help Desk at T3AHelp@dads.state.tx.us.