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HCBS-AMH Frequently-Asked Questions

HCBS-AMH Quality Management and Utilization Management

What kind of quality management and utilization management activities are expected from an HCBS-AMH PA or RME?

HHSC will conduct an annual Quality Management and Utilization Management site review and additional unannounced site reviews, as necessary. HHSC also performs QM/UM oversight of the HCBS-AMH PA and RME through encounter data reporting and regular desk and on-site reviews. In general, QM activities include informing HHSC of concerns or known issues with HCBS-AMH PA and RMEs and the **implementation of services identified in a participant’s IRP. For more information on QM activities specific to PAs and RMEs, please refer to [HCBS-AMH Provider Manual](#).**

How often will desk and site reviews be conducted?

HHSC has sole discretion to request a desk review or documentation review at any time. HHSC will notify providers of any upcoming desk or site reviews ensuring providers have ample time to gather requested documentation. Providers are required to have an annual on-site review; however, HHSC has sole discretion to

increase the frequency. In all cases, HHSC will provide ample time for scheduling with providers.

What encounter measures or data is required as part of the HCBS-AMH program?

RMEs and PAs are required to submit both quarterly and annual encounter data to HHSC. Review the data elements on the following reporting tools available at [HCBS-AMH Program Provider Portal website](#) prior to serving participants to ensure you have a system in place to track the required data elements:

- Provider Agency Annual Reporting Template (Excel)
- Recovery Manager Annual Reporting Template (Excel)
- Quarterly Reporting Template (Excel)

What is a plan of correction?

A plan of correction includes actions that will be taken to address a problem or deficient practice identified within your agency. A plan of correction may be initiated by the provider or by HHSC. It will identify who may have been affected, or had the potential to be affected, by the deficient practice. It will address the systemic measures or changes made to ensure the deficient practice does not reoccur. It will address how the agency plans on monitoring the corrective action for effectiveness.

What kind of quality management surveys will be involved in being an HCBS-AMH PA and RME?

HHSC has partnered with Texas Institute of Excellence in Mental Health at UT Austin who contacts providers and participants directly and administers satisfaction surveys to providers and participants.