



**STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
BUREAU FOR MEDICAL SERVICES**

Home and Community-Based Services

350 Capitol Street, Room 251

Charleston, West Virginia 25301

Telephone: (304) 558-1700 Fax: (304) 558-1542

**Bill J. Crouch
Cabinet Secretary**

**Cynthia E. Beane
Commissioner**

January 15, 2019

Dear Personal Care Program Services Provider Directors:

Due to a recent review of administrative functions, changes regarding the current Continuing Certification Review process were made. This review process will continue to be conducted but it will no longer require a self-audit for reported noncompliant staff.

We will continue to require that staff information be submitted to the Bureau of Senior Services via the Continuing Certification Review system; however, no type of disallowances will any longer be attached to the Continuing Certification Review. This process will be used for Technical Assistance (TA) purposes and performance measure reporting only. Although there will no longer be disallowances associated with the Continuing Certification Reviews, the reviews are still a requirement for the providers to complete so that evidence regarding the performance measures around staff qualifications can be accurately reported to the Centers for Medicare and Medicaid Services (CMS). The penalty for failing to complete the Continuing Certification Review remains the same as stated in section 517.7.2 (If not submitted by the given deadline, a pay hold will be placed on the provider's claims and the provider will be removed from all selection forms until documentation is received). Please note the Validation and Quality reviews will continue to be performed and disallowances will be collected for services provided by unqualified staff and for any services provided outside of policy guidelines.

If your agency recently received a letter through the recent Continuing Certification Review process requesting you submit a self-audit form and payment for self-reported noncompliant staff within 45 business days of receipt of your letter, please disregard this letter. If you have already submitted a payment, arrangements and instructions will be provided to your agency so the payment can be returned as soon as possible. You will be contacted soon.

If you have any questions, please contact me at 304-356-4924.

Sincerely,

A handwritten signature in blue ink, reading "Teresa McDonough".

**Teresa McDonough
Personal Care Services Program Manager**