



Inspections of Care - Behavioral Health Agencies or Independently Licensed Practitioners

Inspections of Care (IOCs) for Behavioral Health Agencies (BHAs) and Independently Licensed Practitioners (ILPs) include two components: a Health and Safety certification review and a Quality-of-Care review.

The **Health and Safety** portion of each inspection is a review of the DPSQA certification requirements and includes a tour of the facility, personnel record reviews, policy and procedure reviews, and employee interviews. A report containing all observations and deficiencies will be sent to DPSQA. If a Corrective Action Plan is warranted, DPSQA will send a notification to the provider that will also include a reconsideration process. Questions regarding the Health & Safety report should be submitted to DPSQAPOC@arkansas.gov.

The **Quality-of-Care** review includes clinical record reviews in relation to the Outpatient Behavioral Health Medicaid manual requirements. AFMC staff onsite will ask for a list of fee-for-service Medicaid clients currently receiving services. A random sampling of twenty (20) clinical records will be selected for upload into a provider portal known as Access Point for review. If there are fewer than twenty (20) fee-for-service clients, all will be reviewed. The Quality-of-Care review is completed via desk review. Upon completion, a report is generated by AFMC and sent to the provider and DPSQA within fourteen (14) days. The provider will have thirty (30) days from the date of the report to complete either a Corrective Action Plan or a Reconsideration, if necessary. Questions on the Quality-of-Care report should be submitted to DPSQA-ProviderRelations@afmc.org.

If you have any questions, please contact DPSQA-ProviderRelations@afmc.org.

Respectfully,
Inspections of Care Team

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