

**Testimony**  
**Department of Human Services**  
**Human Services Committee**  
**Representative Alon Wieland, Chairman**  
**October 25, 2011**

Chairman Wieland and members of the Interim Human Services committee, I am Karen Tescher, Assistant Director of the Long Term Care Continuum with the Medical Services Division, for the Department of Human Services. I appear before you to provide information on qualified service providers.

**Enrollment of a Qualified Service Provider (QSP)**

A QSP can enroll by going to the Department's Web site and downloading an application or by stopping at their local County Social Service office to get an application.

Through a contracted vendor, the Department developed a Realistic Job Preview (RJP) video to describe the role of a Qualified Service Provider to better inform a potential provider of what it is like to provide services.

This video is available on-line at

(<http://www.nd.gov/dhs/services/adultsaging/providers.html>) and also

at the County Social Service offices.

The Department has a contract with Lake Region State College to provide training for individuals interested in becoming a QSP. There are specific competencies that must be met prior to becoming a QSP and for reenrollment every two years. Lake Region staff and the Department are considering adding online videos for review of the competencies to be used as a refresher or when a client has additional needs in the home.

Plans are also underway to develop a step-by-step video to educate the QSPs on how to submit a claim for reimbursement. This is an area where questions do arise and the video would provide detailed instructions for submitting both paper and electronic claims.

**The Number of QSPs and a Map of QSP Coverage Areas**

Currently, there are 1,597 individual QSPs and 142 agency QSPs. The [attached map](#) shows the number of individual and agency QSPs by county.

**QSP rates**

Rates vary by the type of service being provided. The most common services are personal care, respite care, and homemaker. The individual QSP rate for SFY 2012 is \$4.28 per 15 minute unit, and the agency rate is \$5.97 per 15 minute unit. QSPs can claim a rate lower than the Medicaid fee schedule amount; however, the QSPs cannot charge Medicaid more than what they charge private pay clients.

<b>QSP Rate History</b>		
<b>Rate Effective Date</b>	<b>Individual Unit Rate</b>	<b>Agency Unit Rate</b>
7/1/2009	\$3.92	\$5.47
7/1/2010	\$4.16	\$5.80
7/1/2011	\$4.28	\$5.97

The chart on the following page provides detail on the amount spent on QSP services by program/funding source for the 2009-2011 Biennium.

**Amount Spent on QSP Services in the 2009-2011 Biennium**

**ND Department of Human Service  
Qualified Service Provider (QSP) Services  
2009-2011 Biennium**

	<b>Total</b>	<b>General</b>	<b>Federal</b>	<b>Other</b>
<b>Basic Care (Personal Care)</b>	\$ 13,363,121	\$ 2,367,206	\$ 9,255,366	\$ 1,740,549
<b>Personal Care Community</b>	23,002,492	7,150,025	15,852,467	-
<b>Targeted Case Management</b>	1,277,897	401,377	876,520	-
<b>SPED</b>	11,664,664	11,081,443	-	583,221
<b>ExSPED</b>	679,041	679,041	-	-
<b>HCBS Waiver</b>	8,367,383	2,616,244	5,751,139	-
<b>Technology Dependent Waiver</b>	239,694	75,572	164,122	-
<b>DD Waiver</b>	997,928	329,815	668,113	-
<b>Total</b>	\$ 59,592,220	\$ 24,700,723	\$ 32,567,727	\$ 2,323,770

## **Suggested Changes for the QSP System**

The Department is exploring the possibility of providing additional oversight of QSPs by making visits to the clients' homes to ensure that the care being delivered is meeting the competency standards. The oversight would allow the Department to talk with the clients about satisfaction with their care, to view the environment to determine if care is being delivered appropriately, and to provide information and education as necessary.

The Department is in the process of collecting stakeholder input for all Department programs and services. This stakeholder effort may also generate additional changes raised by the Department's stakeholders. Once input is compiled in 2012, the information will be used to guide the Department's budget discussions and preparation.

I would be happy to respond to any questions you may have.