



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

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DDS TRANSMITTAL # 23-04

TO: All Developmental Disabilities Administration (“DDA”) Providers
FROM: Crystal Thomas, Program Manager, State Office of Policy, Planning, and Innovation
DATE: April 10, 2023
RE: Revised Provider Performance Review Policy and Procedure

Effective April 10, 2023, DDS releases its revised Provider Performance Review (“PPR”) Policy (2023-QAPMA-POL001) and Provider Performance Review Procedure (2023-QAPMA-PR001), applicable to DDS employees and to service providers in the DDA service delivery system.

Before these revisions, the agency’s PPR policy (2015-DDS-QMD-POL001) and procedure (2015-DDS-QMD-PR001) had not been updated since January 1, 2016. The agency’s quality assurance functions have since been consolidated under QAPMA, a new administration with a dedicated Deputy Director. The revised policy and procedure reflect this realignment, formalize and systematize QAPMA’s current practices, and clarify expectations for providers and DDS staff.

Under the revised policy and procedure, QAPMA will continue to synthesize provider performance data and to share it with providers through MCIS as part of the annual PPR process. This process will result in a provider continuous improvement plan, or “CIP,” that addresses performance measures that fall below established benchmarks and that includes recommendations for quality improvement strategies.

One of the most significant changes to the annual PPR process is that, while its governing timelines were previously defined in relation to when the annual PPR conference with each provider took place, going forward, those timelines will be defined in relation to an annual “review period,” another term for each provider’s annual PPR schedule. In practice, that means that the PPR process will occur on the following timeline:

- Not later than 10 calendar days after the end of the review period:
 - A PPR announcement letter, including all requests for additional information, shall be sent to all participants in the annual PPR process.
- Not later than 14 calendar days after the end of the review period:
 - **Quantitative** PPR data shall be available in MCIS for provider review.
- Not later than 20 calendar days after the end of the review period:



- DDS Health & Wellness and DDS Contract Administrators shall enter any **qualitative**, evidence-based information on provider performance into MCIS.
- The provider shall submit their Provider Profile Update, including all information detailed in the Procedure.
- Not later than 30 calendar days after the end of the review period:
 - The provider shall raise any concerns regarding the **quantitative** PPR data with QAPMA.

After the PPR process, a Quality Resource Specialist, or “QRS,” from the DDS Quality Resource Unit, or “QRU,” will conduct quarterly CIP visits to the provider. Before each visit, the QRS will synthesize data on provider performance, and the provider will enter a quarterly written CIP progress report into MCIS.

Just as the PPR process is governed by an annual review period, or schedule, the CIP process will be governed by a quarterly review period, or schedule. The provider will be required to enter a quarterly progress report into MCIS before the 20th day of the month following the end of the review period. And the QRU will document the provider’s progress toward the achievement of the CIP by the 7th of the month following the provider’s entry of the progress report. If the provider shows no evidence of progress or fails to make the required entries into MCIS, a provider issue will be entered.

Providers may be sanctioned at any time for not complying with the PPR process, for failing to achieve benchmarks in the PPR, or for not making sufficient progress toward the achievement of the CIP in accordance with the Imposition of Sanctions Policy.

If you have any questions about this policy or procedure please contact Shasta Brown, Deputy Director for QAPMA, at Shasta.Brown@dc.gov or Dianne Jackson, Supervisory Quality Resource Specialist, Quality Resource Unit, at Dianne.Jackson3@dc.gov or (202) 664-7471.