



Provider Sanctions List (ACTIVE) UPDATED: 5/6/2024

No.	Provider Name	QRU Supervisor	Do Not Refer Entry Date	Enhanced Monitoring Entry Date	Request for Corrective Action Plan Date	Termination Status	Comments
1	360 Support, Inc.	Lathan	3/12/2024				Placed on sanctions, Do Not Refer based on the issuance of the Notice to Cure dated March 12, 2024, which resulted from your company's failure to provide a certificate of insurance compliant with the coverages and limits specified in Section I.8 Insurance of the Human Care Agreement (HCA).
2	Amazing Love Health Services, LLC.	Lathan	02/20/24				Placed on the Do Not Refer list as a result of receiving a "Failed" score for the PCR. The score was due to your organization's failure to respond to Qlarant Quality Solutions, Inc.'s (Qlarant) written and telephone requests to schedule an annual PCR.
3	Fescum Inc.	Jackson	04/11/24		04/11/24		Placed on Do Not Refer, requiring a Corrective Action Plan (CAP) because of its failure to ensure issues are closed timely and failure to implement Fescum's internal issue resolution protocols. In review of the issue data for the second quarter FY24 (Jan 1 - Mar 31, 2024), timely resolution of issues was 73% which is below the 86% timely closure rate.
4	Joyful Healthcare	Lathan	06/01/23				Placed on Do Not Refer List based on issuance of the Notice to Cure dated May 31, 2023, which resulted from your company's failure to provide a certificate of insurance compliant with the coverages and limits specified in Section I.8 Insurance. Specifically, Section I.8 requires Cyber Liability insurance to enable access to E-Invoicing system, which is a separate policy from the Commercial General Liability policy.
5	Regal Home Care	Lathan	08/18/23				Placed on Do Not Refer based on issuance of the Notice to Cure dated August 18, 2023, which resulted from your company's failure to provide a certificate of insurance compliant with the coverages and limits specified in Section I.8 Insurance of the Human Care Agreement (HCA). Specifically, Section I.8 requires Cyber Liability Insurance and Sexual/Physical Abuse & Molestation policy coverages that are compliant with HCA Section 1.8 "Insurance".

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6	Sheckel Homes, LLC.	Jackson	04/15/24		04/15/24		Placed on Do Not Refer, requiring a Corrective Action Plan (CAP) for not complying with the Provider Performance Review (PPR) Procedure, effective April 10, 2023. You have failed to draft and develop your FY24, Continuous Improvement Plan (CIP) in MCIS for four (4) areas of improvement for review by the Quality Resource Specialist to ensure each one is measurable, achievable and reflects the desired outcomes for your quarterly reviews.
7	Total Quality Residential Services, Inc.	Jackson			01/19/22		Placed on sanction requiring a Corrective Action Plan Only due to results of a QRU Financial Audit of people supported for calendar year 2021 resulting in 9 areas of concern as required in the DDS Personal Funds Policy and Procedures
8	Total Quality Residential Services, Inc.	Jackson	08/20/18				Placed on DNR after receiving a rating of unsatisfactory on an initial 6 month PCR for Supported Living, In-Home Supports, Supported Living Periodic
9	Total Quality Residential Services, Inc.	Jackson	01/02/19	01/02/19		UPDATED 09/04/2019: DHCF informed DDS of its decision to proceed with DDS' recommendation (sent on 01/15/19) for DHCF to terminate the HCA with TQRS according to procedure.	Additionally placed on DNR and Enhanced Monitoring after failing to meet requirements for certification on a follow-up annual PCR for Supported Living, In-Home Supports, and Supported Living Periodic.

If you have questions, please contact Dianne Jackson at (202) 664-7471 / dianne.jackson3@dc.gov; or Shanise Lathan at (202) 679-3437 / shanise.lathan@dc.gov.