



Eric Holcomb, Governor
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To: Bureau of Developmental Disabilities Services providers, individuals and stakeholders
From: Jessica Harlan-York, Director, Bureau of Quality Improvement Services
Re: Provider documentation for the mortality review process
Date: October 2, 2019

As part of its responsibility to monitor waiver services to individuals with intellectual and developmental disabilities, the Bureau of Quality Improvement Services has been reviewing current requirements and processes related to the Mortality Review Process. Based on this review, BQIS is making the following changes intended to continue to emphasize person-centered values and principles and to minimize provider administrative burden.

More specifically, BQIS, in partnership with its quality vendor Advocare, is transitioning to a new IT platform for submitting information for the mortality review. The new system, Advocare Clarity, will be available, effective October 14, 2019. While the basic review process will remain the same, including accessing the mortality review system, the new platform offers the following enhancements:

- 1) Providers will now have the ability to assign account access to anyone within their organization;
- 2) Verification of requested documents will occur within the Advocare Clarity system along with any necessary communication, decreasing the use of email;
- 3) Providers will complete an Others at Risk Assessment once BQIS has been notified of a death to identify any individuals who may be at risk based on the mortality circumstances; and
- 4) All documents will remain available to providers after submission. Advocare Clarity support materials will be available for all providers completing mortality reviews.

In addition, we are reducing the documentation requirements for the provider's initial submission for the mortality review process. Effective immediately, BQIS will only require that providers submit documentation of all events, incidents and occurrences in the deceased individual's life for the 30-day period immediately before the death of the individual; this includes the hospitalization or placement in a hospice setting or nursing facility in which the individual's death occurred, when applicable. Based on our review, this reduction in documentation requirements will provide the necessary information to identify trends, develop recommendations, and affect improvement in both provider-specific and system-wide service delivery. As always, providers are to respond to any additional requests for information made by BQIS and/or the Mortality Review Committee. Providers should review the applicable regulations and policies for additional information.

For questions related to the announcement, please contact BQIS.Help@fssa.in.gov.

