Clinical Unit

The Clinical Unit supports health care, provides education, and promotes collaboration.

Behavior Services help people adjust their behaviors to be more successful in their community by helping the Person, Staff and Family to understand the need and function or purpose of behavior modification.

Nursing support is based on feedback from DMRS service providers about needs for consultation and expertise. Regional nursing consultants collaborate with agencies and providers to share ideas and concerns, solve problems, and plan for health prevention and promotion.

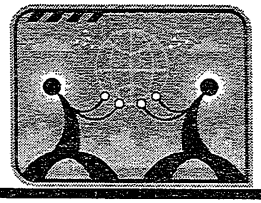
Therapeutic Services provide strategies to reduce health and safety risks, promote development of skills to overcome barriers to outcomes and promote maintenance of skills and health status. Therapeutic Services include: Physical and Occupational Therapy, Speech, Audiology, Language Pathology, Nutrition, Orientation and Mobility, Environmental Modifications, Assistive Technology and Vehicle Modifications.

Regional Resources for Clinical Services

Regional Behavioral Health Units:
Behavior Analysts, Intensive Consultation Team, (Psychology Department -West).

Regional Nursing Department:
Nursing Directors, Nurse Educators, Nursing Consultants.

Regional Therapeutic Services Teams:
Coordinators, Therapists, Nutritionists.



Contact Information

Central Office Compliance Unit

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Kellie McCain, Wait List Compliance Director
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Solita Morris, Administrative Secretary
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Central Office Clinical Unit

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Karen Wills, Therapeutic Services Coordinator
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Marlenia Overholt, Director of Nursing
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Ruth Givens, Nurse Educator
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Regional Units

East:

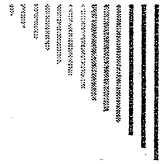
Andy Wood 865-588-0508 x104 (Behavior)
Janet Kinley 423-434-6570 x218 (Compliance)
Danny Ricker 423-787-6757 x148 (Nursing)
John Richardson 865-588-0508 x130 (Therapy)

Middle:

Rebekah Short 615-231-5094 (Behavior)
Jama Phillips 615-231-5092 (Compliance)
Bill Feldhaus 615-231-5445 (Nursing)
Libby Skeggs 615-231-5443 (Therapy)

West:

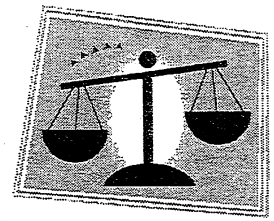
Pam Gellespie 901-745-7027 (Behavior)
Monda Qualls 731-421-5012 (Compliance)
Linda Sain 901-745-7219 (Nursing)
Sarah Edwards 901-745-7352 (Therapy contact)



DMRS

Division of Mental Retardation Services

Introduction to the DMRS Compliance and Clinical Units



A brief review of several specifications of the units.

Lawsuits

The DMRS Compliance Unit is responsible for information management and coordination related to the Division's three major pieces of litigation:

- The United States vs. State of Tennessee. et al. (Involves Arlington Developmental Center and is also known as the Remedial Order)
- People First of Tennessee. et al. vs. The Clover Bottom Developmental Center. also known as the Settlement Agreement and includes Greene Valley Developmental Center
- Brown. et al. vs. Tennessee Department of Finance and Administration. also known as the Waiting List

DMRS and its Providers are subject to legal statutes from lawsuits and oversight by TennCare and CMS. Lawsuits result in a court appointed Court Monitor to continuously examine the services provided and adherence to court requirements. TennCare and CMS oversight may result in increased monitoring, response to findings requiring a plan of correction, possible recouping of funds and/or sanctions.

Data Management

The Compliance Unit, as the central repository for litigation compliance information and data, coordinates data management among all three regions of the State and the DMRS Central Office in order to produce reports, respond to discovery, manage community reviews and provide information to Division management as needed in order to comply with litigation parties' requests.

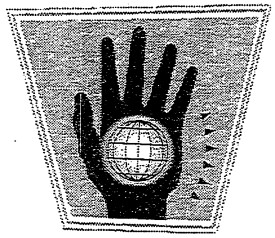
The Unit, in collaboration with TennCare, produces the Quality Management Report on a monthly basis. This report is used by DMRS and TennCare management to ensure statewide compliance on an ongoing basis with Waiver requirements as approved by the Centers for Medicare and Medicaid.

Statewide Compliance

The Unit, in collaboration with TennCare, assists with gathering information for TennCare's annual assessment. This review ensures services are provided as authorized and billed. Using the random sample method, surveys are unannounced and conducted to include all 3 waivers. The initial findings are reported to DMRS and require a written response within a designated time frame. Agencies are contacted regarding individual findings to provide the necessary documents for the final report. Plans of correction are reported to TennCare. Action regarding possible increased monitoring, recouping of funds and/or sanctions is determined.

HIPAA

The Unit monitors compliance with and offers training regarding the Health Insurance Portability and Accountability Act (HIPAA). This is a federal law which DMRS and Providers must follow. It is designed to protect health information. Providers are required to designate a privacy official, develop policies and procedures, train workforce and develop a privacy notice. For more information contact the US Department of Health and Human /Services, Office of Civil Rights at http://www.hhs.gov/ocr/privacy/in-



Waiting List

The Unit coordinates the data of a waiting list for individuals seeking Medicaid waiver services. DMRS has developed a comprehensive system to manage the cases of those waiting to receive supports.

The Waiting List for Medicaid Waiver Services has been prioritized using several categories of need: crisis, urgent, active, and deferred. Each category has specific criteria that are applied to an individual's unique situation.

People in the category of crisis are given priority for available services.