Hello,

Welcome to the new Medically Fragile Quality Assurance and Community Living Services (QA/CLS) Newsletter. To keep you informed we are launching this quarterly newsletter. You’ll find pertinent information related to Medically Fragile and QA/CLS such as program announcements, procedural changes, rate changes, frequently asked questions, and other information to help you serve our Waiver members. Our goal for the quarterly newsletter is to provide information to keep you abreast of changes related to Medically Fragile and QA/CLS.

At this time, we recognize there may be challenges in serving our member’s in the community during the COVID-19 Pandemic. As an agency, we have resources Pandemic responses available at: https://www.okhca.org/about.aspx?id=24603. We are asking all providers to follow their agencies established protocols. Also, we ask that as a provider, you continue to take into consideration and respect the wishes of families when it comes to rendering services.

Who we are:

The Medically Fragile Waiver is a home and community-based alternative to placement in a hospital and/or skilled nursing facility unit of a nursing facility to receive Medicaid-funded assistance for care.

What we do:

This Medically Fragile Waiver allows Medicaid eligible persons who meet hospital or skilled nursing facility level of care requirements to remain at home or in the residential setting of their choosing while receiving the necessary care.
Services offered on the Medically Fragile Waiver may include:

- Advanced supportive/restorative assistance
- Case Management
- Environmental modifications
- Home-delivered meals
- Hospice care
- Prescription drugs
- Personal emergency response system (PERS)
- Respite care
- Skilled nursing
- Private duty nursing
- Self-direction services
- Specialized medical equipment and supplies
- Therapy Services (Occupational, Physical, Respiratory or Speech)

Quality Assurance:

The Quality Assurance and Community Living Services QA/CLS operates a formal, comprehensive system to ensure that the Medically Fragile waiver meets the assurances and other requirements specified in the waiver; through an ongoing process of discovery, remediation and improvement. The findings are reported to the Long Term Care Quality Initiative Committee during their quarterly meetings.

Medically Fragile operations, clinical and quality staff, along with QA/CLS leadership work together using the language in the approved waiver to: evaluate the quality of services delivered to waiver members and implement interventions to ensure that assurances specified in the waiver meet CMS requirements and OHCA policy. The QA unit collaborates with operations and clinical staff to analyze program and provider data looking for trends and making recommendations for new initiatives and improvement activities. QA unit also assist operations and clinical staff to resolve issues/complaints; remove barriers to service delivery; determine provider compliance and timely submission of program reporting to CMS.
Did You Know?

Did you know the Oklahoma Health Care Authority began operating the Medically Fragile Waiver in 2010 with a capacity to serve 31 members in the community? Since this time the Medically Fragile Waiver has grown and has served 179 Oklahomans.

We currently have 94 active members on the Medically Fragile Waiver throughout the state. We can serve up to 118 members, which means we have 23 slots that can be filled. Check out our website at: https://www.okhca.org/medicallyfragile for more information about how to refer or how to become a Medically Fragile member.

What We Are Looking Forward To:

In the near future, we will continue hosting monthly provider calls. As a provider you will have the opportunity to speak directly to administrative staff to get answers to any questions you have about the waiver. We want to give you the opportunity to discuss any issues or concerns you may have as a provider.

In addition, we are always looking for providers who are interested in serving our Medically Fragile Members. If you or someone you know is interested in becoming a Medically Fragile Provider please don’t hesitate to contact us to determine if you meet the requirements to become a provider.

How to Reach Us:

If you have questions about the Medically Fragile Waiver Program, please email medicallyfragilewaiver@okhca.org or contact us at our toll-free number 1.888.287.2443. Please feel free to share this information with anyone who may find this newsletter helpful.