

# DCF CREDENTIALING CHRONICLE

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## SAFE DRIVING: YOU AND YOUR VEHICLE

Everyday, more than 500 children die in road traffic collisions and tens of thousands are injured worldwide, often suffering from lifelong disabilities.<sup>1</sup>

You can help reduce this epidemic by understanding your role as a driver.

### SAFETY FIRST

Everyone must wear their seat belts every time they are riding in your vehicle. No exceptions! Set the example by always wearing your seat belt.

### PROTECT THE CHILDREN

Got kids in the car? The new car seat law extends the amount of time a child needs to remain rear facing and how long a child is required to use a child restraint.

*This law went into effect October 1, 2017.*

### CHILD PASSENGER SAFETY LAWS IN CT

**LAW:** Infants must remain rear-facing until they are a minimum of both 2 year and 30 pounds.

**LAW:** Toddlers must be in a forward facing car seat with 5 point harness until 5 years and 40 pounds.

**LAW:** Children should ride in a booster until they reach 8 years old AND 60 pounds (they must meet both requirements). Children who ride in a booster seat must use a lap and shoulder belt.

**LAW:** Children, tweens and teens must be in a seat belt whenever they ride in a vehicle.

**Further Recommended:** Children should ride in the back seat until they are 13 years old. All people and objects should be properly restrained whenever they are in a vehicle.

Violators of the Connecticut car seat law must pay a fine and attend a 2-hour educational car seat class at the Department of Motor Vehicles.

<http://www.ctsafekids.org/child-passenger-safety/>

1 <https://www.safekids.org/global-road-safety-facts-children-safe-kids-worldwide>

2 <http://www.nsc.org/learn/pages/nsc-on-the-road.aspx>

In 2016, [about 40,000 people died](#) in motor vehicle crashes; the three biggest causes of fatalities on the road are alcohol, speeding and distracted driving.<sup>2</sup> Avoid risky driving behaviors!

**ALCOHOL** and drugs can impair perception, judgment, motor skills and memory—the skills critical for safe and responsible driving. Impaired driving not only puts the driver at risk—it threaten the lives of the passengers and all others who share the road.

**SPEEDING** kills. Obey all posted speed limits, drive

slower if necessary based on weather or traffic conditions.

[Learn about the widespread dangers of speeding.](#)

**DISTRACTED DRIVING** is anything that takes your attention away from driving. Using cell phones, texting while driving, eating, drinking, talking with

passengers, applying make-up, using electronic devices and in-vehicle technologies are all actions that are proven to increase crash risk.

Set some safety rules with your co-drivers before you hit the road.

**The focus of every driver:  
Just Drive**

## Stay Informed



U.S. Department of Transportation  
National Highway Traffic Safety Administration

# ROUNDING THE TRANSPORTATION CORNER:

## FOR CREDENTIALLED TRANSPORTATION PROVIDERS UPDATES TO THE AGREEMENT

Three and a half years after DCF has included General Livery and School Transportation Services in the credentialing process, changes have been made in order to provide consistent guidelines and ensure safety of all children in DCF Care.

### NEW LANGUAGE: SAFETY & SECURITY

The Provider will immediately notify the Careline of any incidents that may impact the safety and well-being of the child and/or youth and other parties involved. If the provider has an employee that is identified in a CPS report as the perpetrator of abuse or neglect, the provider will cooperate with the Department throughout the investigation.

**REMOVED:** *The providers and its employees shall report critical incidences to the DCF Careline and significant events to DCF Risk Management with 12-hours of the incident.*

### UPDATED LANGUAGE: BACKGROUND CHECKS

**REMOVED:** *If background checks are completed by DMV as a requirement for a particular endorsement that background check will be acceptable.*

### NEW LANGUAGE: CONNECTICUT FALSE CLAIMS ACT (“CT FCA”).

All providers must follow the “CT FCA” – [Connecticut General Statutes Chapter 55e- Section §4-274 through §4-289](#). The C.G.S section §4-275 False claims and other prohibited acts regarding state-administered health or human services program refers to individuals who present a false or fraudulent claim for payment or approval (e.g. double billing; billing for services not being provided; billing for excessive or unnecessary services, etc.). **Note:** Definition C.G.S. §4-274(1) – An act is also done “knowingly” if the Individual: a) Acts in deliberate ignorance of the truth or falsity of information or; b) Acts in reckless disregard to the truth or falsity, regardless of whether the person intends to defraud. Any person who violates this provision shall be liable to the state. The Attorney General may investigate any violation of the C.G.S. Section §4-275 (a).

### NEW LANGUAGE: TRAINING/STAFF DEVELOPMENT

Completion of Mandated Reporting training is mandatory prior to being approved for credentialing. The Provider shall only utilize trainers certified by the Department to conduct mandated reporter training to community providers or complete the Connecticut Mandated Reported Training for Community Providers course online at:

<https://www.proprofs.com/training/course/?title=connecticut-mandated-reporter-training-community-providers>

### NEW LANGUAGE: RE-CREDENTIALING

The Provider must reapply for continued participation status once every two years from the initial approval date. All required re-credentialing documents must be submitted to the Credentialing Contracted Agent before the day the current approval expires. The Contract Agent will send a Termination Notice if the Provider fails to comply with this regulation. The Provider is eligible to apply for re-credentialing after the 6th (six) month from the day the Termination Notice was sent. The Provider is not allowed to provide credentialed services during these 6 months or at any time when the Provider is not credentialed.

### NEW LANGUAGE: CONTINUATION OF PROVIDER SERVICES AFTER TERMINATION OF AGREEMENT

Individuals or organizations or DCF may terminate a Provider Agreement, with written notice, according to the terms of the Agreement and DCF Policy 31-12-12.3. The notice of de-credentialing and termination of a Provider Agreement shall include a time frame determined by DCF for the transition of clients to other providers unless there are safety concerns that require an immediate transition. DCF reserves the right to change the time frame and effective date of termination, if circumstances warrant.

### UPDATED LANGUAGE: PAYMENT OF SERVICES

All requests for services must be approved by Area Office management before services start. The GPS/Fleet Tracking data report must be made available upon request.

# FOR CREDENTIALLED TRANSPORTATION PROVIDERS - UPDATES TO THE AGREEMENT-CONTINUED

## NEW LANGUAGE: PAYMENT OF SERVICES

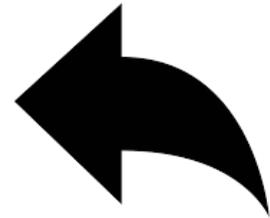
All requests for payment shall include:

- Unique Invoice number and the date submitted;
- The company name, address, phone number, DCF Provider Number and email contact;
- The family case name, DCF case ID number, the child name and child ID number;
- DCF Social Worker name, phone number and the Area Office;
- Individual providing the service, the service date, address start of service/address end of service, mileage, hours of service, rate of service and total cost per trip.

## WHAT'S NEW?

### DCF CREDENTIALLED PROVIDER REVIEW TOOL (For general livery and school transportation)

The site visit protocol has been enhanced with the development of a tool especially designed for transportation providers. This [template](#) will be used as a guide by members during the site visit. Elements of the tool includes Administration, Billing, Staff training, Supervision, Quality Assurance & Improvement.



### To answer your question relating to IN-VEHICLE CAMERAS

If providers do install cameras in their vehicles, video footage or still pictures can only be disseminated to DCF.

## REMINDER ON RATES & WAIT TIME

HOURLY RATE	<u>LIVERY</u>	<u>SCHOOL</u>
1 CHILD	\$50	\$60
2 CHILDREN	\$75	\$85
3 CHILDREN	\$95	\$105
4 CHILDREN	\$115	\$125

*Fuel charge = .20 cents per mile regardless of number of children transported*

**WAIT TIME** must be pre approved on the **Wrap proposal** and is eligible for reimbursement in situations where drivers are waiting for a client that they are transporting while the client is at an appointment **AND IF** the duration of the wait time is less that the time it takes the driver to return to the office X2.

In situations where the general livery driver is waiting for the client to get in the car, the wait time, may be reimbursable on a case by case basis. The GPS report must accompany the invoice.

**GENERAL LIVERY:** \$50 per hour flat rate regardless of the number of passengers. Will be paid in 15 minute intervals.

**SCHOOL LIVERY:** There will be no reimbursement for wait time.

## CONNECTICUT FALSE CLAIMS ACT (“CT FCA”)

All providers must follow the “CT FCA” – [Connecticut General Statutes Chapter 55e- Section §4-274 through §4-289](#). The C.G.S section §4-275 False claims and other prohibited acts regarding state-administered health or human services program refers to individuals who present a false or fraudulent claim for payment or approval (e.g. double billing; billing for services not being provided; billing for excessive or unnecessary services, etc.). **Note:** Definition C.G.S. §4-274(1) – An act is also done “knowingly” if the Individual: a) Acts in deliberate ignorance of the truth or falsity of information or; b) Acts in reckless disregard to the truth or falsity, regardless of whether the person intends to defraud. Any person who violates this provision shall be liable to the state. The Attorney General may investigate any violation of the C.G.S. Section §4-275 (a).

### WHAT TO LOOK FOR—POTENTIAL CT FALSE CLAIMS ACT VIOLATIONS

1. **DOUBLE BILLING**—When a provider provides only one service, but bills twice for that same service.
2. **BILLING FOR SERVICES NOT BEING PROVIDED.** Besides the obvious, red flags can include (a) billing 1 hour each way for a 15 minute each way transport (b) billing for an absent client.
3. **FALSE INFORMATION** (omitted information) on a provider application, contract, grant, or any other document that would allow an individual to receive money/property from a state program.
4. **FALSE CREDENTIALS/BILLING FOR SERVICES RENDERED BY UNLICENSED INDIVIDUALS.** Example: Allowing an unlicensed person to provide counseling services, and then seeks payment that could have been allowed if the therapist had performed the counseling.
5. **UP CODING.** A provider submits payment for a service that overstates the service performed. Example: A counselor seeks payment for a detailed and comprehensive session when, in reality, a brief (and less expensive) session was actually performed.
6. **UNBUNDLING.** Billing separate service which are usually billed together in order to increase the total payment to the provider. Example. A lab performs 3 test that are supposed to be “bundled” (billed together) for a total of \$754, but instead seeks payment for each of the tests separately, for a total of \$100.00
7. **BILLING FOR EXCESSIVE AND/OR UNNECESSARY SERVICES.**

### CREDENTIALLED PROVIDER MEETING

Quarterly provider meetings will be held separately for service providers and transportation providers. A separate transportation meeting will be announced.

The Quarterly Credentialed provider meeting will be on **March 15, 2018** for the following service providers:  
**Assessments, Assessments DV, After School Providers, Supervised Visitation, Temporary Care, Therapeutic Support, Support Staff, CBLS and CHAP CM.**



## RESOURCES



- [DCF Academy for Workforce Development](#)
- [DCF Provider Learning Inventory of Skills Training](#)
- [DCF Credentialing Provider Manual](#)
- [DCF Grants & Contracts Specialist](#)
- [Transportation Rate Calculation Form](#) \*\* NEW \*\*



### CRIMINAL BACKGROUND CHECK

Cost for checks has increased from \$50 to \$75

## REQUIRED DCF MANDATED REPORTER TRAINING

**M**andated reporters are required to report or cause a report to be made when, in the ordinary course of their employment or profession, they have reasonable cause to suspect or believe that a child under the age of 18 has been abused, neglected or is placed in imminent risk of serious harm. (Connecticut General Statutes §17a-101a)

### ON-LINE TRAINING

Please [click here](#) to access the on-line Mandated Reporter Training for Community Providers.

### IN-PERSON TRAINING

To request to have a trainer come to your organization or facility, please complete the [online inquiry form](#).

**CREDENTIALLED PROVIDER MANDATED REPORTER TRAINING is valid for a period of 2 years – Providers need to re-certify every 2 years.**

### Reporting Child Abuse and Neglect

Learn **What Mandated Reporters Need to Know**

<http://www.ct.gov/dcf/cwp/view.asp?a=3483&q=314384>

To make a report, call  
1-800-842-2288  
TDD 1-800-624-5518

## TRAINING & EVENTS

### The Guide to Mentoring Boys and Young Men of Color (Webinar )

March 12 9 am–1 pm FREE but must Register

**Bullying 101 (Webinar)** March 12 3–4 pm

**Preventing Bullying & Harassment of LGBT Youth (Webinar)** April 25 3-4 pm

**Mentors as Advocates** April 26 9 am–1 pm

**Current Trends in Youth Substance Abuse** April 26 1-4pm

**Mentoring Children with an Incarcerated Family Member** May 24 9 am–2 pm

Contact [Jacqui Farquharson](#) to register for any of the above listed trainings at (860) 757-3690

The Governor's Prevention Partnership, 30 Jordan Lane, Wethersfield, CT 06109



# DCF CREDENTIALING COMMITTEE

**HISTORY AND STRUCTURE.** This newly formed team will structure the role based on the experience of Grants and Contracts work with the providers. The committee consists of Grants and Contract Program Managers, Grants and Contracts Specialists, Adolescent and Juvenile services, Fiscal and ABH.

**SCOPE OF WORK** will include vetting new applicants, establishing a system for site visits and site visit review as well as creating a system for evaluating the needs of DCF and providers.

## COMMITTEE MEMBERS

**Theodore Sanford**, DCF Program Manager, Division of Contract Management

**Leslie Roy**, DCF Program Manager, Division of Contract Management

**Dayna Snell**, DCF Program Manager, Adolescent and Juvenile Services

**Pam Burney**, DCF Grants & Contracts Specialist Reg 4

**Monique Gray**, DCF Grants & Contracts Specialist Reg 3

**Cynthia Maignan**, DCF Grants & Contract Specialist Reg 1

**Gail Franklin**, DCF Grants & Contracts Specialist Reg 2

**Linda Gant**, DCF, Fiscal, Administrative Supervisor, Child & Welfare Accounting

**Sarah Tkacs**, ABH Director, Credentialing & DCF Services

## Thinking of Moving? Changed Phone numbers?

## New Fax Line? Expanding Services? Updating Current

## Staff Listing?



**As an approved DCF Provider you are required to notify ABH if there is a change in your Provider Status. Visit and download the Provider Information Change Form.**

### ADVANCED BEHAVIORAL HEALTH INC

**Director,**  
**Credentialing & DCF Services**

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[http://www.abhct.com/News Resources/DCF\\_Credentialing/](http://www.abhct.com/News Resources/DCF_Credentialing/)



Advanced Behavioral Health Inc,  
213 Court St., Middletown, CT 06457

DCF Credentialing Department

Direct Fax Line: 860.920.4457