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| Interview Questions (Phone or Onsite): |
| Provider: Date:  Contact Info: How many aides do you have? |
| We cover 8 counties: Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, Van Buren;  Which counties would you be able to provide service in?  Federal ID # NPI # |
| Which services does your business plan to provide for participants? |
| Are you currently working with any insurance company or like business (Waiver Agent, etc.) as part of your clientele?  (Name these) |
| Is your office available 24 hrs. /7 days a week? How? |
| How do you handle “after hours” calls and requests? |
| What is your agency’s method of Criminal Background and Reference checking? How frequently do you re-check? |
| What is your agency’s policy on handling cash for shopping/errands? |
| How does your agency handle complaints of theft from clients? |
| What is your agency’s policy on the use of client’s cars by workers for shopping/errands? |
| Is your e-mail system encrypted? (Identify program) |
| Does your agency communicate with staff in the field by texting on cell phones? Are the phones encrypted and company issued? |
| How does your agency capture work completed by staff in the client’s home? (Obtain example)  How does your agency verify that this work has been performed for the client? |
| Are your agency Policies and Procedures separate from an Employee Handbook? (View P/P & Employee Handbook) |
| Provider: Date: |
| How often do you conduct staff training? What method is used (online programs, handouts, in-person sessions)?   * Topics? |
| Does your agency train on “Mandated Reporting” for Abuse, Neglect and Exploitation? (Especially utilizing APS and 911 contacts) |
| How do you handle emergencies in the client’s home (whether it occurs when the worker is there or if the worker finds the client in distress)? |
| Describe how your agency stores HIPAA protected information gathered on your clients: (View location of storage)   * Electronic Information: * Hard Copy files:   How do you control access to this information? |
| What are your agency’s goals for the next few years? |
| REVIEWER COMMENTS:  OIG check \_\_\_\_\_\_\_\_\_ Sam.Gov check \_\_\_\_\_\_\_\_ Licensure \_\_\_\_\_\_\_\_\_\_\_(Types) \_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Google (for info/website) \_\_\_\_\_\_\_\_\_ NIPPES \_\_\_\_\_\_\_\_\_\_ Corporation Check \_\_\_\_\_\_\_\_\_\_\_  Reviewed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  R3B Position  Provider Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Follow Up: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |