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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?
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| [ ]  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 PositionProvider Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Follow Up: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |