# UTILIZATION, COST, AND QUALITY OF CARE IN MEDICAID HOME AND COMMUNITY-BASED SERVICES



PERFORMANCE AUDIT SERVICES INFORMATIONAL REPORT ISSUED APRIL 29, 2015

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April 29, 2015

The Honorable John A. Alario, Jr., President of the Senate The Honorable Charles E. "Chuck" Kleckley, Speaker of the House of Representatives

Dear Senator Alario and Representative Kleckley:

This report provides the results of our evaluation of Medicaid Home and Community-Based Services (HCBS). The purpose of this report is to provide information on the current utilization, cost, and quality of care in Medicaid HCBS, including waivers and Long-Term Personal Care Services, in order to evaluate the future impact of managed care in these areas.

Appendix A contains our scope and methodology and Appendix B contains descriptions of each HCBS program. I hope this report will benefit you in your legislative decision-making process.

Sincerely,

Daryl G. Purpera, CPA, CFE Legislative Auditor

DGP/ch

HCBS 2015

#### Louisiana Legislative Auditor Daryl G. Purpera, CPA, CFE

#### Utilization, Cost, and Quality of Care in Medicaid Home and Community-Based Services Department of Health and Hospitals April 2015



## Introduction

Louisiana is in the planning stages for developing Medicaid managed care for recipients of long-term care services. According to the Department of Health and Hospitals (DHH), the key objectives of managed long-term care are the following:

- Improve quality of services and health outcomes
- Decrease fragmentation and improve coordination of care
- Create a system that utilizes proven and/or promising practices
- Refocus the system in order to increase choice and provide more robust living options for those who need long-term care and their families
- Rebalance the system in order to meet the growing demand for services within the existing level of expenditures for the long-term care population
- Budget predictability

The purpose of this report is to provide information on the current utilization, cost, and quality of care in Medicaid Home and Community-Based Services (HCBS), including waivers and Long-Term Personal Care Services (LT-PCS), in order to evaluate the future impact of managed care in these areas.

Medicaid HCBS have been offered to states since 1983 as an alternative to institutional care.<sup>1</sup> Waiver programs allow recipients greater flexibility with regard to Home and Community-Based Services (HCBS) provide opportunities for Medicaid beneficiaries to receive services in their own home or community. These programs serve a variety of targeted population groups, such as the elderly, people with mental illnesses, and people with intellectual, developmental, or physical disabilities.

**Source:** Centers for Medicare and Medicaid Services

where they live—helping individuals to remain independent—and permit them to choose the services and supports that best suit their needs. According to the AARP, most individuals, regardless of age or disability, would prefer to receive services in their home as opposed to an institution.

<sup>&</sup>lt;sup>1</sup> These programs are called "waivers" because they represent an exception to traditional Medicaid requirements, which require a waiver.

DHH offers six HCBS waivers that provide long-term care to people who are elderly or who have developmental or physical disabilities, including:

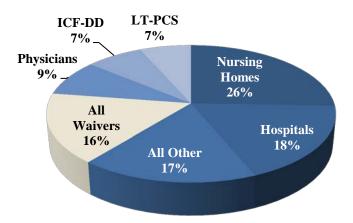
- Adult Day Health Care Waiver
- Community Choices Waiver
- Children's Choice Waiver
- New Opportunities Waiver
- Residential Options Waiver
- Supports Waiver

Louisiana also offers LT-PCS as a Medicaid State Plan service, which provides personal assistance services such as help with

bathing and grooming to any eligible individual.

Exhibit 1 Fiscal Year 2014 Medicaid Private Provider Groups

During fiscal year 2014, 739 providers<sup>2</sup> received approximately \$797.5 million in Medicaid reimbursements for providing waiver and LT-PCS services to over 36,800 participants.<sup>3</sup> This amount represented 23% of the total Medicaid budget for private providers of all types, as shown in Exhibit 1.



**Source:** Prepared by legislative auditor's staff using information provided by DHH.

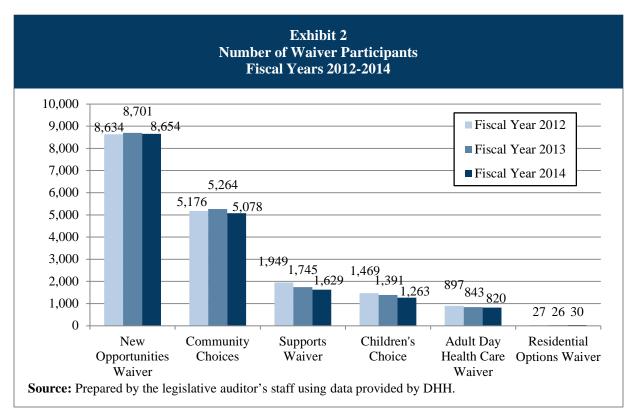
<sup>&</sup>lt;sup>2</sup> 589 of these providers hold HCBS-specific licenses.

<sup>&</sup>lt;sup>3</sup> We used Medicaid claims data from Molina Healthcare to calculate the utilization and cost of HCBS for all Medicaid claims coded to waivers and LT-PCS for services occurring within our audit scope.

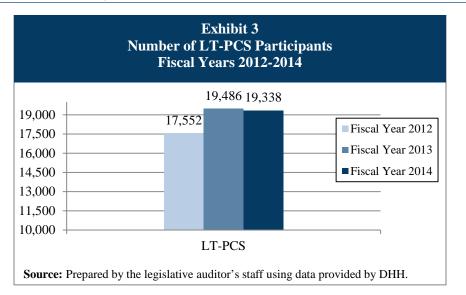
## Section 1: Utilization of Medicaid Home and Community-Based Services

In order to enroll in a Home and Community-Based Service (HCBS) program, individuals must meet the level of care for a nursing facility or an intermediate care facility for the developmentally disabled. Individuals must also meet certain age requirements and Medicaid financial requirements. Once enrolled in an HCBS program, participants and support coordinators ("case management agencies") develop a plan of care, detailing necessary services to meet the participant's needs. Waiver participants and Long-Term Personal Care Services (LT-PCS) participants may choose their service providers from Freedom of Choice lists maintained by DHH. See Appendix B for a description of each HCBS program, Appendix C for utilization by parish for HCBS serving the elderly and individuals with physical disabilities, and Appendix D for utilization by parish for HCBS serving individuals with developmental disabilities.

In fiscal year 2014, 17,474 participants received waiver services, and 19,338 participants received LT-PCS.<sup>4</sup> Exhibit 2 shows the number of waiver participants for the past three fiscal years, and Exhibit 3 shows the total number of LT-PCS participants in each year for the past three fiscal years.



<sup>&</sup>lt;sup>4</sup> We used Medicaid claims data provided by Molina Healthcare to calculate the utilization and cost of HCBS for all Medicaid claims coded to waivers and LT-PCS for services occurring within our audit scope.



The legislature authorized 18,833 waiver slots in fiscal year 2014 with 1,070 reserved for priority populations. However, DHH was only able to fill 15,971 slots, leaving 2,862 slots unfilled.<sup>5</sup> DHH is not always able to fill the maximum number of allocated waiver slots due to budget constraints, attrition, processing time, and the Louisiana Administrative Code requirement that DHH designate 1,070 waiver slots for specific populations, such as those in emergency situations, foster children, individuals diagnosed with Amyotrophic Lateral Sclerosis (ALS), and individuals residing in public or Cooperative Endeavor Agreement intermediate care facilities for the developmentally disabled. In addition, waiver slots may be offered first to individuals in certain priority groups, such as individuals with substantiated Adult Protective Services cases of abuse or neglect, individuals residing in a nursing facility, and individuals residing in state permanent supported housing.

From fiscal year 2012 through fiscal year 2014, the number of allocated slots did not change, with the exception of the Community Choices Waiver, which increased by 500 slots. Exhibit 4 details the number of allocated and filled slots for all HCBS programs in fiscal year 2014.

<sup>&</sup>lt;sup>5</sup> LT-PCS does not have a limit on the number of participants receiving services, as it is a Medicaid State Plan service.

Exhibit 4 HCBS Program Utilization Fiscal Year End 2014			
HCBS Program	Allocated Slots	Filled Slots	
Programs for Elder	ly and Individuals wi	ith Physical Disabilities	
Adult Day Health Care Waiver	825	657	
Community Choices Waiver	5,303	4,185	
LT-PCS	no limit		
OAAS Total	6,128	4,842	
Programs for Inc	dividuals with Develo	opmental Disabilities	
Children's Choice Waiver	1,475	1,105	
New Opportunities Waiver	8,832	8,442	
Residential Options Waiver*	210	31	
Supports Waiver	2,188	1,551	
OCDD Total 12,705 11,129			
* The Residential Options Waiver has a low number of filled slots (31) because DHH is currently working on a pilot to maximize available Residential Options Waiver funds. <b>Source:</b> Prepared by the legislative auditor's staff using data provided by DHH.			

According to DHH, 1,212 waiver slots are frozen for fiscal year 2015. DHH estimates that it would cost \$18.4 million to fill these slots.<sup>6</sup> Exhibit 5 shows the number of frozen slots and the cost to fill them for each waiver.

Exhibit 5 Frozen Waiver Slots and Cost to Fill Fiscal Year 2015				
WaiverNumber of Frozen SlotsApproximate Cost to Fill Frozen Slots				
Children's Choice Waiver	194	\$1,420,362		
Community Choices Waiver	272	5,357,566		
New Opportunities Waiver	155	5,438,400		
Residential Options Waiver	178	4,081,248		
Supports Waiver         413         2,077,35				
Total 1,212 \$18,374,932				
Source: Prepared by the legislative auditor's staff using data provided by DHH.				

**Because the demand for waivers exceeds the number of allocated slots, there were 54,677 applicants waiting for HCBS waiver services as of October 2014.** Most applicants are waiting for the Community Choices Waiver (35,857 or 65.6%) or the New Opportunities Waiver (13,063 or 23.9%). Individuals applying for a waiver service are placed on the waiver's waiting

<sup>&</sup>lt;sup>6</sup> According to DHH, the full cost of unfreezing these slots is greater than what is presented in Exhibit 5 as the numbers are based on a phase-in schedule.

list, called the Request for Services Registry ("Registry") in the order that they apply. The date an individual is placed on a Registry is called his or her Registry date. The Registry date gives applicants an idea of how long people ahead of them have been waiting for services. For example, the New Opportunities Waiver Registry date is currently August 18, 2004, which means the person who has been on the registry the longest was placed there in August 2004. When a slot opens, it is offered according to the oldest Registry date, with the exception of certain priority groups, such as foster children and individuals with substantiated cases of abuse or neglect. LT-PCS does not have a Registry because, as a Medicaid State Plan service, all eligible individuals receive services.

Average wait times for waiver services in Louisiana are higher than national averages. Between July 1, 2011, and October 1, 2014, the average wait times for waiver services ranged from 2.4 years to 10.4 years. Overall, wait times for waivers serving the elderly and individuals with physical disabilities averaged 3.4 years, and wait times for waivers serving individuals with developmental disabilities averaged 7.6 years. Both averages are higher than national averages. The national average for waivers serving the elderly and individuals with physical disabilities is 10-13 months, and the national average wait time for waivers serving individuals with developmental disabilities is 3.9 years.<sup>7</sup> Exhibit 6 summarizes the Registries and average wait time for each waiver.

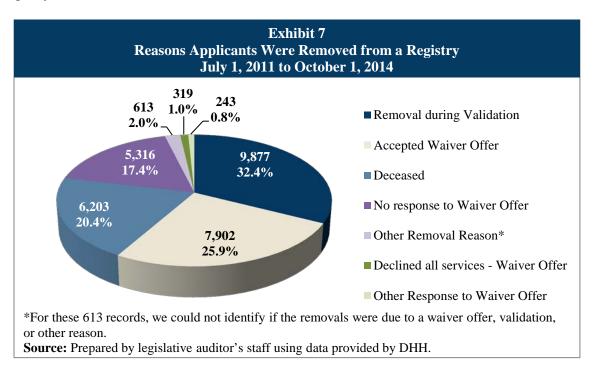
Exhibit 6 HCBS Waiver Requests for Services Registries As of October 1, 2014				
Waiver Request	Number of Applications on Registry	Current Registry Date Being Served	Average Time to Waiver Offer (July 1, 2011 – October 1, 2014)	
Programs f	or Elderly and Indi	viduals with Physical Dis	sabilities	
Adult Day Health Care Waiver	3,915	10/31/2013	2.35 years	
Community Choices Waiver	35,857	12/10/2008	4.35 years	
OAAS Total         39,772         3.35 years				
Program	s for Individuals wi	th Developmental Disabi	lities*	
Children's Choice Waiver**	7,327	3/5/2005	8.33 years	
New Opportunities Waiver	13,063	8/18/2004	10.41 years	
Supports Waiver	1,842	10/31/2011	4.00 years	
OCDD Total	14,905		7.57 years	
<ul> <li>*The Residential Options Waiver has a low number of filled slots and no Registry because DHH is currently working on a pilot to maximize available Residential Options Waiver funds.</li> <li>**Children's Choice is a subset of the New Opportunities Waiver Registry. The 7,327 individuals are eligible for a Children's Choice waiver slot if one comes available and may also stay on the New Opportunities Waiver Registry if accepting a Children's Choice slot.</li> </ul>				

Source: Prepared by the legislative auditor's staff using data provided by DHH.

<sup>&</sup>lt;sup>7</sup> Although Louisiana's wait times are above national averages, it is difficult to compare HCBS programs across states as funding levels vary, to the point that some states do not have waiting lists at all. Nine states reported having no waiting list in 2012.

Most applicants on the Registries may never receive waiver services. From July 1, 2011 to October 1, 2014, 22,571 (74.1%) of 30,473 applicants were removed from a Registry for reasons other than accepting a waiver slot, while only 7,902 (25.9%) accepted a waiver offer. A total of 9,877 (32.4%) were removed from a Registry during the validation process, and 6,203 (20.4%) were removed because of death. A larger percentage of individuals waiting on waivers serving individuals with developmental disabilities will ultimately receive services. We found that 1,409 (41.1%) of 3,430 individuals removed from a Registry for developmental disability waivers accepted a waiver offer, while 6,493 (24.0%) of 27,043 individuals removed from a Registry for waivers serving the elderly and individuals with physical disabilities accepted a waiver.

Statistical Resources, Inc. (SRI), DHH's data contractor, periodically validates each applicant on the Registry to update demographic information and ensure applicants are still interested in a waiver. SRI removes applicants who do not respond to validation letters, who are no longer interested, or who cannot be located. Additionally, SRI removes applicants who are identified as deceased during the validation process or during a database match with Vital Records in the Office of Public Health. Exhibit 7 lists the reasons applicants were removed from a Registry.



Although many applicants may never receive waiver services, some individuals on waiver Registries may receive other types of HCBS. During fiscal years 2012-2014, 16,425 (30%) of 54,677 of applicants<sup>8</sup> received services from another HCBS waiver or LT-PCS while waiting on a waiver. These 16,425 individuals on Registries received \$410,142,071 for other waiver and LT-PCS services as shown in Exhibit 8. While individuals cannot receive

<sup>&</sup>lt;sup>8</sup> This represents 14,573 individuals, as many are on multiple Registries.

services from multiple HCBS waiver programs simultaneously, individuals can be on waiver Registries while receiving services from another HCBS program.

Exhibit 8 Number of Waiver Applicants Receiving Services While on a Registry Fiscal Years 2012-2014					
Waiver RegistryReceived LT-PCS ServicesReceived Waiver ServicesTotal Registry Slots Receiving Services					
Adult Day Health Care Waiver	472	46	518		
Community Choices Waiver	12,810	977	13,787		
New Opportunities Waiver5431,4091,952					
Supports Waiver         117         51         168					
Total* 13,942 2,483 16,425					
*These statistics represent 14,573 unique individuals as some are on multiple Registries simultaneously.					

Source: Prepared by Legislative Auditor's staff using data provided by DHH.

## Section 2: Cost of Medicaid Home and Community-Based Services

During fiscal years 2012 through 2014, Home and Community-Based Service (HCBS) and Long-Term Personal Care Service (LT-PCS) providers in Louisiana received approximately \$2.4 billion in Medicaid payments.<sup>9</sup> Overall, LT-PCS payments increased by 15.3% and the Residential Options Waiver payments increased by 29.8%, while the Children's Choice payments decreased by 10.0% and the Supports payments decreased by 9.5%. Exhibit 9 summarizes annual Medicaid payments to providers during these three years. Appendix E and F summarize expenditures by individual providers.

Exhibit 9 Medicaid HCBS and LT-PCS Payments in Louisiana Fiscal Years 2012-2014					
ProgramFY 12 PaymentsFY 13 PaymentsFY 14 PaymentsT					
Prog	grams for Elderly a	nd Individuals with	<b>Physical Disabilities</b>		
Adult Day Health Care Waiver	\$9,520,662	\$8,847,732	\$9,388,504	\$27,756,898	
Community Choices Waiver**	111,707,571	110,705,023	109,228,589	331,641,183	
LT-PCS*	188,989,518	226,086,475	217,973,349	633,049,342	
Р	rograms for Individ	luals with Developn	nental Disabilities		
Children's Choice Waiver	13,974,113	14,310,343	12,581,670	40,866,126	
New Opportunities Waiver***	417,324,642	431,370,853	435,161,757	1,283,857,252	
Residential Options Waiver	622,114	730,037	807,401	2,159,552	
Supports Waiver	13,626,286	12,748,128	12,334,047	38,708,461	
<b>Overall Totals</b>	\$755,764,906	\$804,798,591	\$797,475,317	\$2,358,038,814	

\*Does not include payments for case management services provided by Xerox to manage services to LT-PCS clients.

\*\*Fiscal year 2012 includes payments for the EDA waiver, which was replaced by the Community Choices Waiver.

\*\*\*Case management costs are included partially in fiscal year 12 and fully in each subsequent year. **Source**: Prepared by legislative auditor's staff using reimbursement data provided by DHH.

The average cost for HCBS programs per person ranged from approximately \$21 to \$135 per day. In comparison, nursing facility rates ranged from \$139 to \$187 per day and intermediate care facilities for the developmentally disabled rates averaged \$160 per day. All six of Louisiana's waiver programs have been cost-neutral for fiscal years 2012-2014, as

<sup>&</sup>lt;sup>9</sup> We used Medicaid claims data provided by Molina Healthcare to calculate the utilization and cost of HCBS for all Medicaid claims coded to waivers and LT-PCS for services occurring within our audit scope.

federally required. This cost neutrality requirement dictates that the average per-person waiver costs must not exceed the average per-person costs of institutional care for persons in Louisiana who require the same level of care. Exhibit 10 summarizes the average annual per-person cost by program.

Exhibit 10 Average Cost Per Recipient Fiscal Years 2012-2014					
ProgramAverage Annual Cost Per Recipient for HCBSAverage Daily Cost per Recipient for HCBSDaily C Recipient Institutional 					
Programs for	the Elderly and Indivi	duals with Physical Dis	abilities		
Adult Day Health Care Waiver	\$13,970	\$38.27			
Community Choices Waiver	\$25,727	\$70.49	\$139 - \$187 for nursing facilities		
LT-PCS	\$14,750	\$40.41	racintics		
Programs	for Individuals with l	Developmental Disabili	ties		
Children's Choice Waiver	\$8,665	\$26.32	Average of \$160 for		
New Opportunities Waiver	\$48,770	\$135.42	intermediate care facilities		
Residential Options Waiver	\$26,913	\$77.26	for the developmentally		
Supports Waiver	\$7,536	\$21.06	disabled		
Source: Prepared by legislative auditor's staff using data provided by DHH.					

**Some HCBS programs have service caps to help ensure costs do not exceed the cost of institutional care.** Private HCBS and LT-PCS providers are reimbursed according to a fee-for-service methodology that uses fixed, pre-determined rates for each service for a designated unit of time. In addition, each HCBS program has service limits, either on dollar amounts or specific service unit amounts. For example, the Children's Choice waiver is capped annually at \$16,410 and LT-PCS is capped based on acuity with a maximum cap of 32 hours a week. Only services that are outlined in the plan of care and that fall within program caps are reimbursed by Medicaid. Exhibit 11 lists the specific caps for each program.

Exhibit 11 HCBS Program Caps		
	cal Year 2014 d Individuals with Physical Disabilities	
Adult Day Health Care Waiver	10 hours/day and 50 hours/week	
Community Choices Waiver	\$10,244 - \$39,445/year	
LT-PCS	Based on acuity with a maximum cap of 32 hours	
Programs for Individuals with Developmental Disabilities		
Children's Choice	\$16,410/year	
New Opportunities Waiver	Uncapped	
Residential Options Waiver	\$48,088 - \$61,754/year*	
Supports Waiver	Uncapped	
*However, some specific services, such as environmental accessibility adaptations and specialized medical equipment, have annual or lifetime caps. <b>Source:</b> Prepared by the legislative auditor's staff using data provided by DHH.		

The most frequently used service in HCBS waivers was Personal Assistance Services, which accounted for 83.3% of total payments made from fiscal years 2012-2014. Personal Assistance Services help participants live successfully in the community and include supervision or assistance in the performance of activities of daily living (ADLs), instrumental activities of daily living (IADLs), and health-related tasks. Exhibit 12 summarizes the top five services, including their associated reimbursement rates and total costs.

Exhibit 12 Top Five Services in HCBS Waivers State Fiscal Years 2012-2014				
Service	Examples	Medicaid Reimbursement Rates	Total Cost	Percentage of Total Payments
Personal Assistance Services	Assistance with eating, bathing, food preparation, shopping, laundry, and medication reminders.	\$1.29-\$3.71 per 15 minutes and/or \$30 per day	\$1,437,461,623	83.3%
Support Coordination	Intake, assessment, plan of care development and implementation, monitoring, and transition/closure.	\$14.88 per 15 minutes and/or \$125-\$157 per month	\$84,553,591.00	4.9%
Supported Employment	Job assessment, discovery and development, initial job support and job retention.	\$2.01-\$6.66 per 15 minutes and/or \$43.50-\$96.47 per day	\$49,974,007	2.9%
Supervised Independent Living	Assistance and/or training with personal grooming, housekeeping, money management, bill paying, housing, and advocacy.	\$16.93 per day	\$36,459,773	2.1%
Day Habilitation	Assistance and/or training with personal grooming, housekeeping, laundry, cooking, shopping, and money management.	\$1.66 per 15 minutes and/or \$43.60-\$76.53 per day	\$32,099,713	1.9%
Source: Prepared by legislative auditor's staff using data provided by DHH.				

# Section 3: Quality of Care in Medicaid Home and Community-Based Services

Quality of care in Home and Community-Based Services (HCBS) is important as individuals served by these programs are a vulnerable population, composed of elderly individuals and individuals with physical or developmental disabilities. The nature of HCBS programs puts individuals at risk of receiving inadequate care as they often receive care in their homes and may be isolated from observers who could detect and prevent mistreatment.<sup>10</sup> The Centers for Medicare and Medicaid Services requires waiver programs to meet six assurances, including level of care determinations, service plans, and provider qualifications, to ensure the health and welfare of waiver program participants. Quality of care in HCBS is assessed through licensing and complaint surveys, programmatic monitoring processes, and the collection of data on quality indicators, such as the number of falls. These processes are discussed in more detail below.

DHH's Health Standards Section (Health Standards) is responsible for conducting surveys to determine provider compliance with state licensing requirements for the waiver programs and LT-PCS; however, regulations do not include how often surveys should be conducted. There are three primary license types associated with HCBS: Home and Community-Based Service license, Adult Day Health Care license, and Case Management license. Licenses are valid for one year. Health Standards performs an initial licensing survey and subsequent unannounced surveys to ensure compliance with these licensing requirements. Based on the survey results, service providers in violation of program regulations receive a deficiency and may be assessed a sanction by Health Standards.

However, regulations do not include how often Health Standards should survey licensed

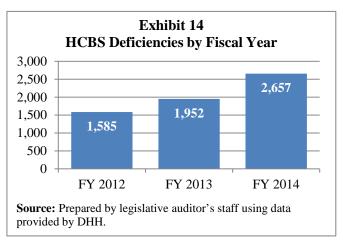
HCBS providers and case management agencies. State licensing regulations allow Health Standards to survey these providers at intervals it deems necessary. According to Health Standards, it tries to survey these providers at least once every three years using a risk based approach that considers the number of complaints and past deficiencies. Between fiscal years 2012 and 2014, Health Standards conducted 2,269 surveys with 1,513 (66.7%) involving a complaint. Health Standards did not survey 116 of 681 (17.0%) licensed HCBS and case management providers over the

Exhibit 13 Number of Surveys Per HCBS Licensed Provider Fiscal Years 2012-2014			
Number of Surveys Number of Providers			
10+ Surveys	36		
5 to 9 Surveys 135			
1 to 4 Surveys 394			
None 116			
Total Providers	681		
Total Surveys 2,269			
<b>Source:</b> Prepared by Legislative Auditor's staff using data provided by DHH			

three-year period. Exhibit 13 summarizes the number of surveys conducted by Health Standards on licensed HCBS providers.

<sup>&</sup>lt;sup>10</sup> "Oversight of Quality of Care in Medicaid Home and Community-Based Services Waiver Programs," Department of Health and Human Services, Office of Inspector General, June 2012.

Because of more stringent regulations and increased number of licensing visits, the number of deficiencies for HCBS licensed providers have increased by 67.6%, from 1,585 in fiscal year 2012 to 2,657 in fiscal year 2014.<sup>11</sup> Health Standards assessed a total of 6,194 deficiencies between fiscal year 2012 and fiscal year 2014. Exhibit 14 shows the number of HCBS deficiencies by fiscal year. The most common provider deficiency involved staffing requirements, including direct care staff supervisors not making required unannounced home visits, not documenting



supervision, or not performing annual performance evaluations of direct care staff. Exhibit 15 summarizes the top three deficiencies per license type.

<sup>&</sup>lt;sup>11</sup> Our analysis includes all HCBS, Adult Day Health Care, and Case Management providers licensed through Health Standards. It may include providers who do not serve Medicaid participants.

Exhibit 15 Top Cited Deficiencies for HCBS Licensed Providers Fiscal Years 2012-2014			
Standard Not Met	Example(s) of When This Deficiency Would Be Cited	Number of Deficiencies	
Home			
Core Staffing Requirements - Direct Care Supervision	Direct care staff supervisor not making required unannounced home visits to direct care staff, not documenting supervision, or not performing annual performance evaluations of direct care staff.	293	
Governing Body	The governing body does not ensure the service providers' federal and state compliance, does not annually evaluate the administrators' performance, or does not ensure statewide criminal background checks on unlicensed persons providing direct care.	255	
General Provisions	The provider does not ensure clients receive services necessary for them to maintain the highest well-being as possible, in accordance with their service plan.	246	
Total Home and Comm	unity-Based Service Deficiencies	5,622	
	Adult Day Health Care Licensed Providers		
Orientation/Training	Provider does not ensure required new employee training or does not ensure direct care staff completes required training per year.	23	
Nursing Services	Provider does not ensure that nursing services are provided in accordance with acceptable nursing professional practice standards.	16	
Nutrition Services	Provider does not ensure that a hot, well-balanced noon meal is served daily which provides one-third of the recommended dietary allowances.	16	
Total Adult Day Health	Care Deficiencies	293	
Case Management Licensed Providers			
Coordination Services - Monitoring/follow-up	Case Manager did not maintain ongoing interactions with consumers, professionals, and service provider to ensure appropriate services are provided, including not making the required monthly face-to-face contact with consumer.	17	
Coordination Services - Assessment/reassessment	Case Manager did not ensure assessments and reassessments were completed as required, including not involving consumer input or not making the required face-to-face contact with the consumer.	11	
Participation Requirements	The case management agency did not ensure it met licensure/certification requirements or contractual agreements.	9	
Total Case Management	279		
<b>Overall Total Deficien</b>	ncies	6,194	
Source: Prepared by legislative	auditor's staff using data provided by DHH.		

**During fiscal years 2011 through 2014, Health Standards assessed 165 sanctions to HCBS licensed providers, totaling approximately \$551,100.**<sup>12</sup> Of the 174 violations cited in the 165 assessed sanctions,

- 98 (59.4%) addressed issues where a substantial probability existed that death or serious harm to a client would result if uncorrected (Class B violation)
- 70 (42.4%) addressed issues that threatened the health, safety, or welfare of a client (Class C violation)
- 6 (3.6%) addressed issues that resulted in the death or serious harm of a client (Class A violation)

Exhibit 16 below lists the number of sanctions and total fines for each license type for fiscal years 2012-2014.

Exhibit 16 Sanctions by License Type Fiscal Years 2012-2014			
License Type	Number of Sanctions	<b>Total Sanction Amount</b>	
Home and Community-Based Service	153	\$500,000	
Adult Day Health Care	3	14,850	
Case Management	9	36,250	
Total	165	\$551,100	
Source: Prepared by legislative auditor's staff using data provided by DHH.			

**DHH also conducts programmatic monitoring to assess quality in the waiver programs through its case management**<sup>13</sup> **reviews.** DHH conducts annual monitoring visits of case management agencies in the waiver programs. Case management agencies are responsible for developing plans of care, facilitating service delivery, and ensuring that services meet participants' needs. These annual reviews consist of participant record reviews, participant interviews, case manager interviews, and agency file reviews on a sample of participants. Exhibit 17 shows the top five elements not met for case management agency monitoring reviews, and Appendix F includes monitoring review findings for each case management agency.

<sup>&</sup>lt;sup>12</sup> Our analysis includes all HCBS, Adult Day Health Care, and Case Management providers licensed through Health Standards. It may include providers who do not serve Medicaid participants.

<sup>&</sup>lt;sup>13</sup> These are also called Support Coordination Agencies.

	Exhibit 17 Top Five Findings for Case Management Agency Reviews			
Rank	Description of Finding	Number of Findings		
Ca	ase Management Serving the Elderly and Individuals with Physical Disa (FY 2013)	bilities		
1	The assessment correlates to the MDS-HC Notebook entries, Plan of Care, and other sections of the MDS-HC.	199		
2	The assessment is coded correctly.	197		
3	Results of visits and contacts are documented completely.	145		
4	The Plan of Care addresses each risk identified in the assessment.	115		
5	The assessment is performed according to guidelines.	111		
	Case Management Serving Individuals with Developmental Disabilities (CY 2013)			
1	Components of the assessment/reassessment are comprehensive.	158		
2	Support coordinators regularly review participant status to determine the effectiveness of the Plan of Care.	107		
3	There is a comprehensive assessment of participants' medication regimens.	93		
4	The Plan of Care meets identified needs.	92		
5	Case records are documented in accordance with agency and state policy.	66		
Source	Source: Prepared by legislative auditor's staff using data provided by DHH.			

DHH contracts with Xerox to provide access, screening, assessment, and some monitoring activities for the LT-PCS program. Xerox conducts monthly phone contacts and quarterly in-home visits to ensure that participants are receiving services and are satisfied with services. To monitor Xerox, DHH requires Xerox to submit monthly monitoring reports and meet bi-weekly to discuss provider and participant issues. DHH also conducts shadow audits and assessments on participants, family members, and providers. To assess consumer satisfaction, DHH periodically conducts consumer surveys.<sup>14</sup> For example, in the 2013 LT-PCS consumer survey, more than 99% of those interviewed reported that workers treat them respectfully and listen carefully to what is asked of them.

Although DHH has processes to assess quality of programs, it does not compile information that is readily accessible for the public to compare the quality of individual direct care providers. Although Health Standards cites deficiencies on surveys of HCBS providers, it does not have the ability to run aggregate compliance history reports on all providers, which could be used to compare quality by provider. Currently, Health Standards has to manually pull each provider's compliance history.

However, DHH does maintain a publicly-accessible direct service worker exclusion list containing all individuals and providers that are prohibited from working with the Louisiana

<sup>&</sup>lt;sup>14</sup> DHH also conducts consumer surveys for the Adult Day Health Care waiver and Community Choices waiver.

Medicaid Program in any capacity. As of March 2015, this list included approximately 1,490 individuals who were direct care workers and 170 provider agencies. Reasons for exclusion include health care fraud, physical abuse or cruelty, and theft. DHH requires providers to check this exclusion list every six months and prior to hiring an individual or contractor.

Since DHH will be required to measure HCBS quality data with the implementation of managed long-term care, it may want to determine whether existing data could be collected in a way that could be analyzed to measure HCBS quality by provider. Other states, such as New York and Minnesota, produce provider "report cards" that allow consumers to compare provider performance before selecting a provider. Currently, Louisiana does not have provider report cards or a similar ranking system to help consumers make informed service provider choices.

Although DHH uses nationally-developed quality indicators to collect and analyze data for its waiver programs and LT-PCS, there are no readily-available national benchmarks or standards related to these measures to determine how quality in Louisiana's HCBS programs compares to other states.<sup>15</sup> DHH's HCBS Health Related Quality Indicators report summarizes health related quality indicators for individuals receiving the Adult Day Health Care Waiver, the Community Choices Waiver, LT-PCS, as well as nursing homes. DHH uses nationally developed quality indicators that measure performance on multiple dimensions of health services, including hospitalizations that could have been prevented and preventative screenings. Exhibit 18 below includes some indicators related to home and community-based services.

Exhibit 18 Health Related Quality Indicators for the Elderly and Individuals with Physical Disabilities Calendar Year 2013									
Quality Indicator*	Adult Day Health Care Waiver	Community Choices Waiver	LT-PCS						
Difficulty in locomotion and no assistive device	13%	9%	20%						
Failure to improve/incidence of skin ulcers	6%	10%	3%						
Falls	19%	18%	29%						
Inadequate meals	4%	5%	3%						
Neglect or abuse	5%	8%	3%						
Prevalence of hospitalization	28%	28%	35%						
Social isolation with distress	18%	21%	32%						
*These quality indicators are used by many states; how these specific indicators. <b>Source:</b> Prepared by legislative auditor's staff using da	-	-							

**Source:** Prepared by legislative auditor's staff using data from the DHH HCBS Health Related Quality Indicator Report.

In addition, the Office for Citizens with Developmental Disabilities, within DHH, along with 18 other states, participates in the National Core Indicators (NCI), which strives to provide

<sup>&</sup>lt;sup>15</sup> For some measures used by DHH, such as Healthcare Effectiveness Data and Information Sets (HEDIS), national averages can be used for limited comparisons.

states with valid and reliable tools to improve system performance and better serve people with developmental disabilities across 5 domains, including individual outcomes; health, welfare and rights; staff stability; and system performance. Exhibit 19 below includes some indicators related to home and community-based services.

Exhibit 19 National Core Indicators Adult Consumer Survey Outcomes for Individuals with Developmental Disabilities 2013-2014									
Indicator	Resident Individual Home	ial Setting Parent's Home	National J Individual Home	U					
Chose or were aware they could request to change the staff who help them at their home, job, or day program or activity	72	2%	64%						
Chose or were aware they could change their case manager	81%	77%	71%	65%					
Case manager helps them get what they need	89%	95%	88%	89%					
Staff come when they are supposed to	94%	91%	93%	94%					
Get the services they need	64%	66%	82%	76%					
Take medication for mood disorders, anxiety, behavioral problems, or psychotic disorders	65%	30%	59%	36%					
Can be alone at home with visitors	79%	77%	87%	77%					
<b>Source:</b> Prepared by legislative auditor's staff using inform Adult Consumer Survey.	nation from the	2013-2014 Nat	ional Core Indic	cators					

According to external studies, Louisiana ranks 37<sup>th</sup> in serving the elderly and individuals with physical disabilities in long-term care settings. According to the AARP's

2014 State Scorecard on Long-Term Services and Supports for Older Adults, People with *Physical Disabilities, and Family Caregivers*, Louisiana ranks 37th in the nation in the performance of long-term care systems serving the elderly and individuals with physical disabilities. However, this analysis is not limited to HCBS programs since it includes all long-term care settings, including nursing facilities, for older adults and individuals with physical disabilities in Louisiana. Exhibit 20 summarizes Louisiana's rankings.

Exhibit 20 State Comparison of Long-Term Supports and Services for the Elderly and Individuals with Physical Disabilities Calendar Year 2014									
State	AffordabilityChoice of Setting and ProviderQuality of Life and Quality of CareSupport for FamilyStateand AccessProviderCareOver								
Louisiana	24	30	41	7	37th				
Alabama	47	51	44	47	50th				
Arkansas	28	23	47	16	40th				
Texas	10	16	49	11	30th				
Mississippi	49	48	42	28	49th				
-	d by legislative auditor	-			Long-Term				

Services and Supports for Older Adults, People with Physical Disabilities, and Family Caregivers.

While the AARP report does not rank states' HCBS programs, it does include some HCBS-related indicators. For example,

- Louisiana ranked 7th for percent of adults age 18 and older with disabilities in the community satisfied or very satisfied with life. According to the report, although states cannot directly control the life satisfaction and perceived support experienced by people with disabilities, these broad public health measures provide a meaningful reflector of the effectiveness of public- and private-sector policies.
- Louisiana ranked 27th for percent of new Medicaid aged/disabled Long-Term Supports and Services (LTSS) users first receiving services in the community. According to the report, states that are committed to serving people in their own homes develop policies to make that possible and when that infrastructure is not in place, people have no choice but to enter an institution. They cannot wait weeks or months for services to be approved and delivered.
- Louisiana ranked 28th for percent of Medicaid and state LTSS spending going to HCBS for older people and adults with physical disabilities. Louisiana allocated an average of 30.2% of LTSS dollars for HCBSs and the national average was 39.3%. According to the report, shifting delivery toward home- and community-based services is critical.
- Louisiana ranked 35th for percent of adults age 18 and older with disabilities in the community usually or always getting needed support. According to the report, most people of all ages and disabilities want to remain in their homes. Yet, people need appropriate services and supports if they are to successfully remain in their communities.

According to external studies, Louisiana ranks 12<sup>th</sup> in the nation in serving individuals with developmental disabilities. United Cerebral Palsy ranks Louisiana 12th overall in the nation in how well state Medicaid programs serve Americans with intellectual and developmental disabilities. Louisiana was also the second most improved state, rising from 44 to 12 (32 spots) since 2007. Exhibit 21 summarizes Louisiana's 2014 rankings, along with the rankings for neighboring states. However, again, this analysis is not limited to HCBS programs since it includes all individuals with intellectual disabilities in Louisiana, including those in intermediate care facilities for individuals with developmental disabilities.

Exhibit 21 State Comparison of Medical Programs Serving Individuals with Intellectual Disabilities Calendar Year 2014										
State	Promoting Independence	Tracking Health, Safety, and Quality of Life	Keeping Families Together	Promoting Productivity	Reaching Those in Need	Overall				
Louisiana	41st	7th	2nd	24th	28th	12th				
Alabama	27th	2nd	11th	48th	38th	19th				
Arkansas	50th	13th	48th	42nd	34th	45th				
Texas	47th	20th	16th	43rd	51st	50th				
Mississippi	51st	20th	40th	39th	46th	51st				
Source: Prepa 2014 report.	Source: Prepared by legislative auditor's staff using data from the United Cerebral Palsy's <i>The Case for Inclusion</i>									

#### APPENDIX A: SCOPE AND METHODOLOGY

We conducted this evaluation under the provisions of Title 24 of the Louisiana Revised Statutes of 1950, as amended. This report generally covered the time period for state fiscal years 2012 to 2014 (July 1, 2011, through June 30, 2014). Our topics included the utilization, cost, and quality of Medicaid Home and Community-Based Services (HCBS) in Louisiana. To gather information to address our topics, we performed the following steps:

- Obtained information on Medicaid long-term care services offered to individuals in Louisiana.
- Interviewed DHH Office for Citizens with Developmental Disabilities, Office of Aging and Adult Services, Bureau of Health Services Financing (Medicaid), and Health Standards Section staff.
- Observed a portion of two case management agency reviews.
- Reviewed applicable state and federal HCBS laws, regulations, policies, and research.
- Reviewed recent state and national HCBS population statistics.
- Obtained current Louisiana Medicaid HCBS appropriations and recipient data.
- Reviewed Medicaid HCBS reimbursement, monitoring, and enforcement processes.
- Analyzed fiscal year 2012-2014 HCBS Medicaid claims data provided by Molina Healthcare.
- Using fiscal year 2012-2014 data maintained by DHH Health Standards, analyzed state HCBS provider deficiency and sanction data.
- Reviewed comparative research regarding HCBS quality in Louisiana and other states using internet research and specific information from the following reports: *The Case for Inclusion 2014* (United Cerebral Palsy) and *Raising Expectations: A State Scorecard on Long-Term Services and Supports for Older Adults, People with Physical Disabilities, and Family Caregivers* (AARP, 2014).
- Reviewed the New York State Office for People with Developmental Disabilities website and the Minnesota Department of Human Services website regarding HCBS provider "report cards."

# APPENDIX B: DESCRIPTIONS OF HCBS PROGRAMS

HCBS Program	Description					
<b>Elderly and Individuals with Physical Disabilities</b>						
Adult Day Health Care Waiver	Provides supervised care, through health and social services, to adults with disabilities or who are elderly in a licensed day care facility for part of the day.					
Community Choices Waiver <sup>16</sup>	Provides in-home services to adults who are elderly or have disabilities as an alternative to nursing home placement. Includes support coordination, personal assistance services, environmental modifications, adult day health care, home-delivered meals, and household supports.					
Long-Term Personal Care Services (LT-PCS)	Optional services for adults who are elderly or have disabilities who qualify for nursing facility level of care. Personal care services are defined as services that provide assistance with the Activities of Daily Living (ADL) and the Instrumental Activities of Daily Living (IADL).					
	Individuals with Developmental Disabilities					
Children's Choice Waiver	Provides supplemental support to children with developmental disabilities in their homes. Includes support coordination, center-based respite, environmental accessibility adaptations, and family training and family support.					
New Opportunities Waiver	Provides home and community-based care services to individuals age 3 and older with developmental disabilities as an alternative to institutional care. Includes individual/family support, center-based respite, community integration and development, environmental accessibility adaptations, specialized medical equipment and supplies, and others.					
Residential Options Waiver	Allows recipients to utilize the principles of self-determination and supplements the family and/or the community supports that are available to maintain the individual in the community rather than institutional care. Includes support coordination, community living supports, companion care, host home, shared living, transitional services, and others.					
Supports Waiver	Provides focused, individualized vocational services to individuals age 18 and older as an alternative to institutional care. Includes support coordination, day habilitation, prevocational services, respite, habilitation, and personal emergency response system.					
Source: Prepared by legislative	e auditor's staff using information from DHH's website.					

<sup>&</sup>lt;sup>16</sup> Formerly the Elderly and Disabled Adult (EDA) Waiver.

# APPENDIX C: UTILIZATION, BY PARISH, FOR HCBS SERVING THE ELDERLY AND INDIVIDUALS WITH PHYSICAL DISABILITIES DURING FISCAL YEAR 2014

Parish*	Total		Adult Day Health Care Waiver		Community	Choices Waiver	Long-Term Personal Care Services	
	Served	Waiting	Served	Waiting	Served	Waiting	Served	
Acadia	438	694	7	56	52	638	379	
Allen	126	231	0	30	33	201	93	
Ascension	372	565	10	41	84	524	278	
Assumption	152	235	0	17	52	218	100	
Avoyelles	528	870	0	108	103	762	425	
Beauregard	64	148	0	25	27	123	37	
Bienville	131	192	0	14	22	178	109	
Bossier	239	450	11	37	37	413	191	
Caddo	1,172	2,166	38	194	216	1,972	918	
Calcasieu	520	1,185	0	238	143	947	377	
Caldwell	81	113	0	7	42	106	39	
Cameron	1	9	0	0	0	9	1	
Catahoula	145	212	0	25	42	187	103	
Claiborne	169	272	1	12	24	260	144	
Concordia	215	387	0	46	49	341	166	
Desoto	158	292	1	20	38	272	119	
East Baton Rouge	2,179	3,751	146	318	450	3,433	1,583	
East Carroll	248	280	0	7	66	273	182	
East Feliciana	145	222	9	12	22	210	114	

#### Utilization, Cost, and Quality of Care in Medicaid Home and Community-Based Services

Parish*	Total			y Health Care aiver	Community	Choices Waiver	Long-Term Personal Care Services
	Served			Served			
Evangeline	723	907	7	57	108	850	608
Franklin	260	379	0	47	69	332	191
Grant	69	120	2	10	24	110	43
Iberia	828	1,221	31	114	110	1,107	687
Iberville	314	451	4	30	58	421	252
Jackson	67	147	0	6	25	141	42
Jefferson	1,039	1,964	55	310	200	1,654	784
Jefferson Davis	124	317	0	49	25	268	99
Lafayette	981	1,484	66	142	144	1,342	771
Lafourche	140	379	0	75	37	304	103
LaSalle	62	122	0	10	36	112	26
Lincoln	192	351	0	28	49	323	143
Livingston	184	421	8	49	67	372	109
Madison	178	250	0	14	44	236	134
Morehouse	425	639	1	42	67	597	357
Natchitoches	370	529	18	40	78	489	274
Orleans	2,248	3,955	106	459	269	3,496	1,873
Ouachita	968	1,759	25	169	172	1,590	771
Plaquemines	28	74	0	11	6	63	22
Pointe Coupee	244	373	1	14	47	359	196
Rapides	505	916	6	83	174	833	325
Red River	102	123	16	8	12	115	74
Richland	240	369	1	19	58	350	181
Sabine	100	171	0	15	16	156	84
St. Bernard	110	262	2	23	15	239	93
St. Charles	67	193	3	23	24	170	40

Appendix C

#### Utilization, Cost, and Quality of Care in Medicaid Home and Community-Based Services

	Total			Adult Day Health Care Waiver		Choices Waiver	Long-Term Personal Care Services	
	Waiting	Served	Waiting	Served				
St. Helena	117	209	8	13	35	196	74	
St. James	95	208	2	18	19	190	74	
St. John	181	369	1	42	37	327	143	
St. Landry	1,528	1,877	73	91	209	1,786	1,246	
St. Martin	542	724	24	64	72	660	446	
St. Mary	284	657	0	93	50	564	234	
St. Tammany	229	681	21	70	88	611	120	
Tangipahoa	957	1,507	21	147	219	1,360	717	
Tensas	86	146	0	19	20	127	66	
Terrebonne	176	482	0	87	54	395	122	
Union	107	248	0	24	20	224	87	
Vermilion	224	359	4	28	32	331	188	
Vernon	46	100	0	7	20	93	26	
Washington	399	773	0	58	123	715	276	
Webster	283	503	14	39	59	464	210	
West Baton Rouge	107	208	0	15	19	193	88	
West Carroll	93	182	1	8	34	174	58	
West Feliciana	55	107	0	10	14	97	41	
Winn	127	218	0	27	32	191	95	

# APPENDIX D: UTILIZATION BY PARISH FOR HCBS SERVING INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES DURING FISCAL YEAR 2014

Parish*	Total		Children's Choice Waiver		New Opportunities Waiver		Residential Options Supports V Waiver		ts Waiver
	Served	Waiting	Served	Waiting**	Served	Waiting	Served	Served	Waiting
Acadia	145	199	23	84	102	166	1	19	33
Allen	42	56	10	30	30	54	1	1	2
Ascension	220	264	28	149	159	241	0	33	23
Assumption	70	84	4	38	52	73	0	14	11
Avoyelles	113	141	10	59	77	120	0	26	21
Beauregard	58	128	6	60	41	115	0	11	13
Bienville	14	33	0	14	13	28	0	1	5
Bossier	213	406	17	248	172	374	1	23	32
Caddo	498	888	58	528	345	825	0	95	63
Calcasieu	460	827	42	432	349	767	0	69	60
Caldwell	56	63	3	16	38	46	0	15	17
Cameron	2	10	1	7	1	10	0	0	0
Catahoula	28	29	1	13	24	24	0	3	5
Claiborne	27	61	3	25	13	55	0	11	6
Concordia	30	50	2	21	23	43	0	5	7
Desoto	43	60	4	35	26	54	0	13	6
East Baton Rouge	1,028	1,183	90	642	855	1,073	4	79	110
East Carroll	36	46	3	25	22	40	0	11	6

#### Utilization, Cost, and Quality of Care in Medicaid Home and Community-Based Services

Appendix D

Parish*	Total		Children's Choice Waiver		New Opportunities Waiver		Residential Options Waiver	Supports Waiver	
	Served	Waiting	Served	Waiting**	Served	Waiting	Served	Served	Waiting
East Feliciana	59	62	7	18	45	55	0	7	7
Evangeline	89	142	8	48	75	108	0	6	34
Franklin	55	80	4	32	38	72	0	13	8
Grant	26	51	5	27	15	46	0	б	5
Iberia	303	277	20	127	243	241	0	40	36
Iberville	85	86	5	41	66	78	0	14	8
Jackson	42	48	1	21	34	41	0	7	7
Jefferson	1,207	1,458	158	577	899	1,186	0	150	272
Jefferson Davis	82	89	6	41	65	80	0	11	9
Lafayette	673	722	84	316	502	619	0	87	103
Lafourche	312	328	16	171	245	294	0	51	34
LaSalle	53	36	3	10	36	32	0	14	4
Lincoln	107	155	11	66	76	133	0	20	22
Livingston	221	341	47	223	158	306	2	14	35
Madison	22	71	1	25	17	59	0	4	12
Morehouse	90	147	17	72	54	125	0	19	22
Natchitoches	72	103	12	44	41	93	0	19	10
Orleans	689	914	81	451	501	777	0	107	137
Ouachita	545	742	49	361	421	632	4	71	110
Plaquemines	27	34	6	15	17	31	0	4	3
Pointe Coupee	49	54	5	32	42	49	0	2	5
Rapides	458	549	35	228	372	482	6	45	67
Red River	25	31	1	13	8	28	0	16	3
Richland	65	126	6	50	52	114	0	7	12
Sabine	47	72	2	21	28	53	0	17	19
St. Bernard	83	101	9	59	64	87	0	10	14

Parish*		otal		ren's Choice Vaiver			Residential Options Waiver	Supports Waiver	
	Served	Waiting	Served	Waiting**	Served	Waiting	Served	Served	Waiting
St. Charles	106	140	24	69	58	119	0	24	21
St. Helena	25	24	5	12	18	21	0	2	3
St. James	67	72	7	28	41	60	0	19	12
St. John	114	113	17	59	78	97	0	19	16
St. Landry	313	374	25	171	241	327	4	43	47
St. Martin	158	163	11	66	130	141	0	17	22
St. Mary	118	162	17	86	87	142	0	14	20
St. Tammany	496	690	95	447	364	632	2	35	58
Tangipahoa	383	513	46	245	295	444	1	41	69
Tensas	6	18	1	11	5	17	0	0	1
Terrebonne	295	445	23	225	218	377	1	53	68
Union	42	80	13	33	25	67	0	4	13
Vermilion	149	173	13	79	103	156	1	32	17
Vernon	59	61	5	34	48	55	0	6	6
Washington	169	187	11	93	137	170	1	20	17
Webster	94	141	6	62	54	126	0	34	15
West Baton Rouge	61	53	8	24	40	47	0	13	6
West Carroll	38	34	2	15	25	31	0	11	3
West Feliciana	17	21	0	8	12	18	0	5	3
Winn	22	36	0	10	14	33	0	8	3

\*333 participants had a blank parish code, an out of state code, or unknown parish code.

\*\*The Children's Choice Registry is a subset of the New Opportunities Waiver Registry. These individuals are waiting on the New Opportunities Waiver but are also eligible for Children's Choice, should a spot open.

**Source:** Prepared by legislative auditor's staff using data provided by DHH.

# APPENDIX E: INFORMATION ON UTILIZATION, COST, AND QUALITY BY HCBS PROGRAM FOR FISCAL YEAR 2014

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
	Regi	on 1 – Greater	New Orleans Area				
A Beam Of Light, LLC	Jefferson	HCBS	\$1,302,119.27	4	0	\$0	1
A Community Approach to Care, Inc.	Jefferson	HCBS	\$317,588.91	0	0	\$0	0
A+ People Services	Jefferson	HCBS	\$293,373.14	0	0	\$0	0
A-1 Absolute Best Care, LLC	Jefferson	HCBS	\$6,606,283.57	1	0	\$0	0
Able Life Care Services, Inc.	Jefferson	HCBS	\$1,168,755.53	2	0	\$0	0
About Healthcare Services, Inc.	Jefferson	HCBS	\$1,154,145.03	3	0	\$0	2
Accessibility Community Living, Inc.	Jefferson	HCBS	\$218,725.46	2	0	\$0	0
All America Personal Care, Inc.	Jefferson	HCBS	\$869,073.95	2	0	\$0	0
Angels Care, LLC	Jefferson	HCBS	\$713,817.80	0	0	\$0	0
Berry's Reliable Resources, LLC	Jefferson	HCBS	\$755,431.89	0	0	\$0	0
Brown & Associates Independent Living, LLC	Jefferson	HCBS	\$802,447.64	0	0	\$0	0
Care and Development Center, Inc.	Jefferson	HCBS	\$370,637.17	0	0	\$0	0
Community Living Alternatives, Inc.	Jefferson	HCBS	\$830,639.73	1	0	\$0	0
Crescent City Adult Day Health Care, LLC	Jefferson	Adult Day Health Care	\$222,560.00	3	0	\$0	0
Day Haven Adult Day Health Care, LLC	Jefferson	Adult Day Health Care	\$177,546.60	2	0	\$0	0

<sup>&</sup>lt;sup>17</sup> This appendix includes only providers with HCBS or Adult Day Health Care licenses through Health Standards that received Medicaid reimbursements in fiscal year 2014. It is not a list of every provider serving Medicaid HCBS participants.

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Divine Purpose Homecare, LLC	Jefferson	HCBS	\$1,383,220.97	2	0	\$0	0
Dream Team of La, Inc.	Jefferson	HCBS	\$1,192,951.01	1	0	\$0	0
Exceeds Their Needs, Inc.	Jefferson	HCBS	\$1,187,326.31	4	0	\$0	0
Family Helpers of Greater New Orleans	Jefferson	HCBS	\$1,371,113.94	1	1	\$1,200	0
Family Resources Unlimited, Inc.	Jefferson	HCBS	\$3,605,902.46	2	0	\$0	1
Gulf Coast Social Services	Jefferson	HCBS	\$967,302.09	0	0	\$0	0
Helping Hands of New Orleans	Jefferson	HCBS	\$1,183,953.24	1	0	\$0	0
Institute for Networking Community Services, Inc.	Jefferson	HCBS	\$582,132.29	0	0	\$0	0
Job Link, Inc.	Jefferson	HCBS	\$348,658.04	1	0	\$0	0
Maxima Group Behavioral Services, Inc.	Jefferson	HCBS	\$1,086,657.78	1	0	\$0	0
New Orleans Resources for Independent Living, Inc.	Jefferson	HCBS	\$429,492.76	3	0	\$0	0
New Visions of Life Care Services, LLC	Jefferson	HCBS	\$924,332.34	1	0	\$0	0
Nursing Solutions of La, LLC	Jefferson	HCBS	\$565,597.93	0	0	\$0	0
Parishes Supportive Living, Inc.	Jefferson	HCBS	\$462,642.90	0	0	\$0	0
Regional PCA Services- Orleans/Jefferson, LLC	Jefferson	HCBS	\$256,828.77	0	0	\$0	0
Reliable Community Alternatives, Inc.	Jefferson	HCBS	\$1,906,930.19	4	1	\$6,000	1
Reliable PCA and SIL Agency, LLC	Jefferson	HCBS	\$1,083,369.71	3	0	\$0	1
Shaylee Cares, LLC	Jefferson	HCBS	\$242,330.17	0	0	\$0	0
Superior Options of La., Inc.	Jefferson	HCBS	\$2,703,819.51	2	0	\$0	0
Supreme Care, LLC	Jefferson	HCBS	\$555,165.70	0	0	\$0	0
Tailored Care, Inc.	Jefferson	HCBS	\$969,637.47	0	0	\$0	0
Tender Heart Plus Enterprises, LLC	Jefferson	HCBS	\$76,323.66	2	0	\$0	0
Terras Total Care, Inc.	Jefferson	HCBS	\$1,592,546.91	2	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
The Comforts of Home Adult Day Health Care, LLC	Jefferson	Adult Day Health Care	\$244,727.60	2	0	\$0	0
The Greenwalt Center	Jefferson	Adult Day Health Care	\$150,517.20	4	0	\$0	1
The Magnolia School, Inc.	Jefferson	HCBS	\$1,674,420.69	1	0	\$0	0
United Cerebral Palsy of Greater New Orleans	Jefferson	HCBS	\$1,593,572.05	0	0	\$0	0
West Bank Arc, Inc.	Jefferson	HCBS	\$667,833.40	1	0	\$0	0
1st Class Care Every Time, LLC	Orleans	HCBS	\$1,200,824.04	2	0	\$0	1
1st Priority Personal Care, Inc.	Orleans	HCBS	\$1,196,632.76	1	0	\$0	1
Aaa Care, LLC	Orleans	HCBS	\$1,521,680.18	5	1	\$2,400	3
AAA-Your Choice	Orleans	HCBS	\$425,313.73	4	0	\$0	1
Abundant Life Adult Day Health Care	Orleans	Adult Day Health Care	\$318,188.00	1	0	\$0	0
Action Resources Total Care, Inc.	Orleans	HCBS	\$583,530.96	1	0	\$0	0
Advance Home Care Services, LLC	Orleans	HCBS	\$1,509,210.44	2	0	\$0	1
Advanced Personal Care Services, Inc.	Orleans	HCBS	\$1,945,124.42	2	0	\$0	0
Alternatives Living, Inc.	Orleans	HCBS	\$404,811.23	1	0	\$0	0
Amazing Care Services, LLC	Orleans	HCBS	\$1,193,399.20	0	0	\$0	0
Amazing Grace	Orleans	Adult Day Health Care	\$132,800.20	2	0	\$0	0
Angels Family Care Services, Inc.	Orleans	HCBS	\$646,046.68	1	0	\$0	0
Anioma Living, Inc.	Orleans	HCBS	\$357,048.69	0	0	\$0	0
Best Care Providers Inc.	Orleans	HCBS	\$344,710.08	0	0	\$0	0
Caring Concepts for Life, LLC	Orleans	HCBS	\$2,351,136.72	5	0	\$0	1
Cherie's Tender Care, LLC.	Orleans	HCBS	\$1,670,875.94	2	0	\$0	1
Community Connection Programs, Inc.	Orleans	HCBS	\$1,988,900.40	0	0	\$0	0
Contin-U-Care Adult Day Health Care Center, LLC	Orleans	Adult Day Health Care	\$216,821.80	1	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Contin-U-Care Outreach Services, LLC	Orleans	HCBS	\$3,029,450.41	2	0	\$0	2
Courteous Care, Inc.	Orleans	HCBS	\$1,412,523.53	0	0	\$0	0
Crossroads Louisiana, Inc.	Orleans	HCBS	\$2,926,385.79	4	1	\$4,100	4
Divine Inspiration PCA Services	Orleans	HCBS	\$891,072.34	0	0	\$0	0
Dreamcatchers Total Care, Inc.	Orleans	HCBS	\$960,831.25	2	0	\$0	0
Employment Assistance Services, Inc.	Orleans	HCBS	\$396,444.74	1	0	\$0	0
First Choice Attendant Services, LLC	Orleans	HCBS	\$626,276.84	0	0	\$0	0
Galvez Personal Care Services	Orleans	HCBS	\$1,152,414.47	0	0	\$0	0
Independent Family Solutions, LLC	Orleans	HCBS	\$1,212,892.99	0	0	\$0	0
Inspiration House Care Providers, Inc.	Orleans	HCBS	\$1,146,307.36	3	0	\$0	1
Interactive Patient Care Attendant Services	Orleans	HCBS	\$1,034,442.42	0	0	\$0	0
John J. Hainkel, Jr. Adult Day Healthcare	Orleans	Adult Day Health Care	\$75,277.40	3	0	\$0	0
Kingsley House Adult Day Health Care	Orleans	Adult Day Health Care	\$653,029.29	0	0	\$0	0
L & D Family Support Service, Inc.	Orleans	HCBS	\$756,409.69	0	0	\$0	0
Loving Hearts Respite, SIL and PCA Services, Inc.	Orleans	HCBS	\$1,232,022.98	0	0	\$0	0
Memorial Home & Community Based Waiver	Orleans	HCBS	\$1,270,593.60	0	0	\$0	0
New Directions Adult Day Health Care	Orleans	Adult Day Health Care	\$20,952.54	2	0	\$0	0
Pace Greater New Orleans ADHC	Orleans	Adult Day Health Care	\$5,489,434.00	1	0	\$0	0
Payne's Home Care Services, Inc.	Orleans	HCBS	\$1,303,830.60	4	0	\$0	1
Positive Care , LLC	Orleans	HCBS	\$1,071,533.73	2	0	\$0	0
Preferred Caregivers & Sitters, LLC	Orleans	HCBS	\$924,946.30	2	0	\$0	1
Rejuvenating Concepts, Inc.	Orleans	HCBS	\$2,034,735.26	3	0	\$0	1

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Renaissance 1	Orleans	HCBS	\$1,905,443.36	4	0	\$0	0
Shalom Home Care Services, LLC	Orleans	HCBS	\$1,735,902.77	3	1	\$7,200	0
Strive Incorporated	Orleans	HCBS	\$1,132,883.89	1	0	\$0	0
Superb Health Care, Inc.	Orleans	HCBS	\$84,714.16	0	0	\$0	0
Total Assurance, Inc.	Orleans	HCBS	\$1,839,806.70	2	0	\$0	1
Triumph of Special People, Inc.	Orleans	HCBS	\$98,117.55	0	0	\$0	0
Volunteers of America of Greater New Orleans, Inc.	Orleans	HCBS	\$3,276,417.96	2	0	\$0	2
Catholic Charities Archdiocese of New Orleans	Plaquemines	HCBS	\$833,687.49	0	0	\$0	0
#1 Priority Personal Care Service, LLC	St. Bernard	HCBS	\$746,335.15	0	0	\$0	0
Cathy E. Moore Respite Care and PCA Services, Inc.	St. Bernard	HCBS	\$639,926.82	0	0	\$0	0
Divine Miracles, Inc.	St. Bernard	HCBS	\$1,011,511.33	0	0	\$0	0
G.N.O. Arc Project H.E.L.P.	St. Bernard	HCBS	\$136,240.66	1	0	\$0	0
Jessie's Touch PCA Services, LLC	St. Bernard	HCBS	\$863,645.67	3	0	\$0	1
Jubilee Home Care Services, Inc.	St. Bernard	HCBS	\$3,477,790.13	2	0	\$0	1
Lil Lu's Booming Enterprise, Inc.	St. Bernard	HCBS	\$785,717.28	2	0	\$0	0
Lovin Touch Professional Care Services	St. Bernard	HCBS	\$292,373.61	4	0	\$0	1
R.C. Moore, Inc.	St. Bernard	HCBS	\$470,921.03	0	0	\$0	0
		Region 2 – C	apital Area				
A Plus Personal Home Care, Inc.	Ascension	HCBS	\$627,348.58	4	0	\$0	0
Angelic Personal Care Services	Ascension	HCBS	\$1,210,467.46	2	0	\$0	1
Angels Hearts Home Care, LLC	Ascension	HCBS	\$615,602.38	0	0	\$0	0
Donaldsonville Area Association for Retarded Citizens, Inc.	Ascension	HCBS	\$345,266.55	0	0	\$0	0
Glory Divine Home Care, LLC	Ascension	HCBS	\$392,479.97	1	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Island Enterprises of Louisiana	Ascension	HCBS	\$1,100,612.27	4	0	\$0	3
Le Connexion Communaute, Inc. (Community Connections)	Ascension	HCBS	\$189,986.13	0	0	\$0	0
Nursing Solutions of La, LLC	Ascension	HCBS	\$464,834.51	0	0	\$0	0
The Arc of East Ascension	Ascension	HCBS	\$3,131,748.28	4	0	\$0	2
Visionary Personal Care, Inc.	Ascension	HCBS	\$859,701.97	3	0	\$0	0
1st Home Health Kare	East Baton Rouge	HCBS	\$278,697.50	1	0	\$0	1
4 Ever Caring, LLC	East Baton Rouge	HCBS	\$1,694,898.66	0	0	\$0	0
A Step Forward, Inc.	East Baton Rouge	HCBS	\$1,364,767.99	1	0	\$0	0
A.C.P. Vocational Services, L.L.C.	East Baton Rouge	HCBS	\$93,802.69	0	0	\$0	0
Absolute Care Providers, Inc.	East Baton Rouge	HCBS	\$1,395,021.25	1	0	\$0	2
Ace Personal Healthcare Services, LLC	East Baton Rouge	HCBS	\$261,686.22	0	0	\$0	0
Activities at Home Personal Care Services	East Baton Rouge	HCBS	\$341,489.33	0	0	\$0	0
Agape PCS of Louisiana, LLC	East Baton Rouge	HCBS	\$1,089,858.54	2	0	\$0	1
All Kare Alternative, Inc.	East Baton Rouge	HCBS	\$1,179,841.19	2	0	\$0	1
Alliance Care, LLC	East Baton Rouge	HCBS	\$2,770,794.68	1	0	\$0	1
Alpha Medical Home Care, Inc.	East Baton Rouge	HCBS	\$930,441.36	1	0	\$0	0
Angels on Assignment Healthcare Services, LLC	East Baton Rouge	HCBS	\$519,357.81	0	0	\$0	0
Anointed Health Care Services, LLC	East Baton Rouge	HCBS	\$998,195.56	4	0	\$0	2

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Arc-Baton Rouge Respite Care Program	East Baton Rouge	HCBS	\$2,798,225.27	0	0	\$0	0
Assisted Hands, Inc.	East Baton Rouge	HCBS	\$2,244,119.06	1	0	\$0	0
B & L Personal Care Services, Inc.	East Baton Rouge	HCBS	\$371,722.04	0	0	\$0	0
Baker Wellness ADHC	East Baton Rouge	Adult Day Health Care	\$677,110.18	3	0	\$0	0
Berry's Reliable Resources, LLC	East Baton Rouge	HCBS	\$5,979,029.59	0	0	\$0	0
Bethesda Adult Day Care, LLC	East Baton Rouge	HCBS	\$32,296.94	0	0	\$0	0
Blackwell Solutions PCA, LLC	East Baton Rouge	HCBS	\$425,123.38	1	0	\$0	1
C.A.R.E. Inc.	East Baton Rouge	HCBS	\$2,791,078.63	3	0	\$0	2
Care Management Alliance, Inc.	East Baton Rouge	HCBS	\$874,247.00	0	0	\$0	0
Care One Health, LLC	East Baton Rouge	HCBS	\$672,134.92	2	0	\$0	0
Comfort of My Home Healthcare Services, LLC	East Baton Rouge	HCBS	\$323,254.56	0	0	\$0	0
Community Connection Programs, Inc.	East Baton Rouge	HCBS	\$623,993.33	0	0	\$0	0
Compassionate Healthcare Services, LLC	East Baton Rouge	HCBS	\$919,999.28	3	0	\$0	1
Comprehensive Independent Goals, Inc.	East Baton Rouge	HCBS	\$159,702.93	0	0	\$0	0
Diversity Health Services, LLC	East Baton Rouge	HCBS	\$875,137.17	1	0	\$0	1
Empowering Healthcare, Too Adult Day Program	East Baton Rouge	Adult Day Health Care	\$212,750.20	0	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Faithful Care Services, LLC	East Baton Rouge	HCBS	\$35,560.19	0	0	\$0	0
Family Care Personal Attendants, LLC	East Baton Rouge	HCBS	\$1,556,931.45	3	0	\$0	1
Foundation Industries, Inc.	East Baton Rouge	HCBS	\$238,533.21	0	0	\$0	0
God's Angels in The Field	East Baton Rouge	HCBS	\$962,324.36	3	0	\$0	2
God's Hands Providers, LLC	East Baton Rouge	HCBS	\$1,404,740.05	1	0	\$0	1
Greater Fellowship Outreach Center, Inc.	East Baton Rouge	HCBS	\$1,420,662.02	0	0	\$0	0
Guardian Angels Independent Living Services, Inc.	East Baton Rouge	HCBS	\$731,924.58	0	0	\$0	0
Guiding Light Services, Inc.	East Baton Rouge	HCBS	\$2,287,323.85	5	1	\$2,700	1
Gulf Coast Social Services	East Baton Rouge	HCBS	\$3,831,045.65	2	1	\$4,800	0
Haven's Gateway Personal Care Facility	East Baton Rouge	HCBS	\$939,630.54	0	1	\$6,000	0
He Restored Us, LLC	East Baton Rouge	HCBS	\$1,263,318.85	2	0	\$0	0
Health Care Options Personal Care Services	East Baton Rouge	HCBS	\$65,947.74	0	0	\$0	0
Health Source One Private Duty & Staffing	East Baton Rouge	HCBS	\$421,609.46	1	0	\$0	0
Heavenly Haven Care Services, Inc.	East Baton Rouge	HCBS	\$1,320,878.66	0	0	\$0	0
Holistic Health Care Services, Inc.	East Baton Rouge	HCBS	\$185,377.92	13	0	\$0	0
Homewatch Caregivers	East Baton Rouge	HCBS	\$4,077.00	0	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Horizon Management, LLC.	East Baton Rouge	HCBS	\$15,784.55	0	0	\$0	0
Independent Living, Inc.	East Baton Rouge	HCBS	\$3,049,908.95	3	0	\$0	2
Jamis Enterprises, Inc.	East Baton Rouge	HCBS	\$226,845.45	0	0	\$0	0
Louisiana Health and Rehabilitation Options, Inc.	East Baton Rouge	HCBS	\$2,340,394.34	1	0	\$0	1
Louisiana Human Care Connection, Inc.	East Baton Rouge	HCBS	\$1,546,403.41	0	0	\$0	0
MTS, LLC	East Baton Rouge	HCBS	\$515,496.13	0	0	\$0	0
Natural Embraces Adult Day Care	East Baton Rouge	HCBS	\$127,938.08	0	0	\$0	0
New Angelic Friends, LLC	East Baton Rouge	HCBS	\$983,232.10	1	0	\$0	0
New Beginning Independent Living Services	East Baton Rouge	HCBS	\$238,488.12	2	0	\$0	1
New Faith Personal Care Services	East Baton Rouge	HCBS	\$242,581.93	0	0	\$0	0
New Orleans Resources for Independent Living, Inc.	East Baton Rouge	HCBS	\$150,577.56	0	0	\$0	0
Nursing Prn	East Baton Rouge	HCBS	\$534,693.01	1	0	\$0	0
Omni House, Inc.	East Baton Rouge	HCBS	\$138,344.98	0	0	\$0	0
P & L Medical Services, Inc.	East Baton Rouge	HCBS	\$590,961.75	0	0	\$0	0
Pace Baton Rouge	East Baton Rouge	Adult Day Health Care	\$4,406,816.00	0	0	\$0	0
Precision Caregivers	East Baton Rouge	HCBS	\$498,838.64	0	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Promise Pride Adult Day Healthcare Center	East Baton Rouge	Adult Day Health Care	\$226,504.20	2	0	\$0	0
Promise Pride Community Services	East Baton Rouge	HCBS	\$173,593.00	0	0	\$0	0
Prosperity Health Care Services, LLC	East Baton Rouge	HCBS	\$372,724.60	0	0	\$0	0
Provisions Personal Care Services	East Baton Rouge	HCBS	\$1,051,468.97	3	0	\$0	1
Regional PCA Services-Baton Rouge, LLC	East Baton Rouge	HCBS	\$912,831.42	2	0	\$0	2
Seasons Care Services, Inc.	East Baton Rouge	HCBS	\$1,649,188.05	3	0	\$0	1
Sharing and Caring Inc.	East Baton Rouge	HCBS	\$1,310,452.44	0	0	\$0	0
Sincere Home Health, LLC	East Baton Rouge	HCBS	\$906,061.99	0	0	\$0	0
Social Work Services of Louisiana, Inc.	East Baton Rouge	HCBS	\$667,041.23	0	0	\$0	0
Southern Home Care, Inc.	East Baton Rouge	HCBS	\$922,108.85	0	0	\$0	1
Special Needs Unlimited, LLC	East Baton Rouge	HCBS	\$3,133,280.97	1	1	\$3,800	0
St. John the Baptist, Human Services, Inc.	East Baton Rouge	HCBS	\$1,206,956.25	0	0	\$0	0
State Home Care, Inc.	East Baton Rouge	HCBS	\$750,675.42	2	0	\$0	1
Sunset Personal Care Services, Inc.	East Baton Rouge	HCBS	\$548,178.58	1	0	\$0	0
Sylvia's Caring Companions Health Care Services	East Baton Rouge	HCBS	\$210,081.84	0	0	\$0	0
Tcp, Inc. (Theophilus Community Programs)	East Baton Rouge	HCBS	\$1,777,805.14	3	0	\$0	1

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Tender Love Personal Care Service, LLC	East Baton Rouge	HCBS	\$243,736.77	0	0	\$0	0
The Center, Inc., ADHC	East Baton Rouge	Adult Day Health Care	\$813,512.49	0	1	\$1,100	0
The Potter's House Community Services, Inc.	East Baton Rouge	HCBS	\$1,076,059.42	0	0	\$0	0
The Right Way, Inc.	East Baton Rouge	HCBS	\$354,013.19	0	0	\$0	0
Trinity Independent Living Services, LLC	East Baton Rouge	HCBS	\$2,003,363.32	4	0	\$0	1
Unique Personal Care Services, Inc.	East Baton Rouge	HCBS	\$1,962,687.61	3	0	\$0	2
Volunteers of America, Greater Baton Rouge, Inc.	East Baton Rouge	HCBS	\$2,971,755.00	1	0	\$0	0
Vonnieab's, Inc.	East Baton Rouge	HCBS	\$1,725,248.45	6	0	\$0	3
We Care Homes, Inc.	East Baton Rouge	HCBS	\$2,739,712.51	3	0	\$0	2
Safe Haven Care, LLC	East Feliciana	HCBS	\$688,392.43	0	0	\$0	0
Helping Hands of Acadiana	Iberville	HCBS	\$1,834,520.40	2	0	\$0	0
Lee Ann's Personal Care Service, Inc.	Iberville	HCBS	\$650,170.63	0	0	\$0	0
New Vision Home Care, LLC	Iberville	HCBS	\$455,481.25	0	0	\$0	0
The Arc - Iberville and West Baton Rouge	Iberville	HCBS	\$1,144,670.94	0	0	\$0	0
Immaculate Heart of Mary, Lt-Pcs, LLC	Pointe Coupee	HCBS	\$2,118,867.95	2	0	\$0	0
Pointe Coupee Outreach Center	Pointe Coupee	HCBS	\$1,284,520.51	0	0	\$0	0
A Absolute Home Care Personal Care Attendants, LLC	West Baton Rouge	HCBS	\$338,696.85	1	0	\$0	1
New Life Personal Care, LLC	West Baton Rouge	HCBS	\$763,529.01	2	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Port City Enterprises, Inc.	West Baton Rouge	HCBS	\$244,180.81	0	0	\$0	0
All-Care Family Services, Inc.	West Feliciana	HCBS	\$1,357,029.57	0	0	\$0	0
Lbh Unlimited Resources, Inc.	West Feliciana	HCBS	\$530,044.28	1	0	\$0	0
	Reg	gion 3 – South C	Central Louisiana				
Assumption Association for Retarded Citizens, Inc.	Assumption	HCBS	\$1,131,642.46	4	0	\$0	2
Glory Divine Home Care, LLC	Assumption	HCBS	\$730,633.39	0	0	\$0	0
Tunson Personal Care Attendant Agency	Assumption	HCBS	\$965,661.46	5	0	\$0	1
Absolute Care Providers, Inc.	Lafourche	HCBS	\$551,221.89	0	0	\$0	0
Community Living Alternatives, Inc.	Lafourche	HCBS	\$705,310.87	1	0	\$0	0
G. M. Client Care Services, Inc.	Lafourche	HCBS	\$1,006,807.69	4	0	\$0	4
Home-Care PCA, LLC	Lafourche	HCBS	\$4,605,616.73	2	1	\$900	2
Josie B's Affectionate Care PCA, LLC	Lafourche	HCBS	\$456,114.29	0	0	\$0	0
Lafourche Arc	Lafourche	HCBS	\$8,430,575.91	4	1	\$2,400	5
Special Education District #1	Lafourche	HCBS	\$1,028,955.68	3	0	\$0	1
Aalpha Resources LLC	St. Charles	HCBS	\$37,572.88	2	0	\$0	0
Norco Adult Day Care	St. Charles	Adult Day Health Care	\$57,084.00	0	0	\$0	0
Reliable Community Alternatives, Inc.	St. Charles	HCBS	\$374,122.56	2	0	\$0	0
The Arc of St. Charles	St. Charles	HCBS	\$2,507,632.69	3	0	\$0	1
Affinity Care Providers, Inc.	St. James	HCBS	\$801,259.11	2	0	\$0	0
Vacherie Day Developmental Training Center	St. James	HCBS	\$168,538.11	1	0	\$0	0
Vacherie Personal Care Services, Inc.	St. James	HCBS	\$762,695.65	1	0	\$0	0
A-1 Absolute Best Care, LLC	St. John the Baptist	HCBS	\$173,211.74	1	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Abilities First, Inc.	St. John the Baptist	HCBS	\$481,637.94	4	0	\$0	1
Advocates for Juvenile and Adult Rights, Inc.	St. John the Baptist	HCBS	\$775,469.58	7	0	\$0	2
Angels Aftercare Solutions, Inc.	St. John the Baptist	HCBS	\$836,165.73	0	0	\$0	1
Angels Care, LLC	St. John the Baptist	HCBS	\$1,793,544.39	7	0	\$0	3
C.A.R.E., Inc.	St. John the Baptist	HCBS	\$1,351,980.36	3	0	\$0	1
Family Resources Unlimited, Inc.	St. John the Baptist	HCBS	\$296,653.56	0	0	\$0	0
Healing Hands Staffing, LLC	St. John the Baptist	HCBS	\$882,067.69	2	0	\$0	0
Interlink Health Care, Home and Community Based Waiver	St. John the Baptist	HCBS	\$254,570.84	2	0	\$0	0
Payne's In-Home Care Services, Inc.	St. John the Baptist	HCBS	\$555,040.87	0	0	\$0	0
St. John Association for Retarded Citizens, Inc.	St. John the Baptist	HCBS	\$630,447.86	2	0	\$0	1
Bayou Health Elderly and Disabled Care, Inc.	St. Mary	HCBS	\$990,742.79	1	0	\$0	1
Jaba Enterprises, Inc.	St. Mary	HCBS	\$1,734,473.98	2	0	\$0	0
Premier Community Services, LLC	St. Mary	HCBS	\$1,569,841.36	0	0	\$0	0
St. Mary Center of Hope	St. Mary	HCBS	\$255,487.80	2	0	\$0	0
1st A Southeast, Inc., LLC	Terrebonne	HCBS	\$1,624,461.20	3	0	\$0	2
Anointed Angels Homecare	Terrebonne	HCBS	\$639,024.29	3	0	\$0	1
Caregivers Personal Assistance, LLC	Terrebonne	HCBS	\$638,128.77	0	0	\$0	0
Gulf Coast Social Services	Terrebonne	HCBS	\$2,931,799.79	4	1	\$500	3
Hands of Nevaeh, LLC	Terrebonne	HCBS	\$2,065,259.54	3	0	\$0	4

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Human Service Management and Investment, LLC	Terrebonne	HCBS	\$326,463.72	2	0	\$0	0
Inceptions, LLC	Terrebonne	HCBS	\$540,390.21	1	0	\$0	0
Terrebonne ARC	Terrebonne	HCBS	\$1,917,233.20	0	0	\$0	0
The Medical Team, Inc.	Terrebonne	HCBS	\$129,868.92	2	0	\$0	0
		Region 4 -	Acadiana				
MVP Health Group, LLC	Acadia	HCBS	\$761,828.37	0	0	\$0	0
Support Healthcare Systems, Inc.	Acadia	HCBS	\$3,896,219.18	6	0	\$0	2
Tlc Health Care Services, LLC	Acadia	HCBS	\$605,893.87	0	0	\$0	0
Evangeline Arc Respite Center	Evangeline	HCBS	\$252,660.26	3	1	\$5,000	0
Evangeline Association of Retarded Citizens at Ville Platte	Evangeline	HCBS	\$287,612.70	1	0	\$0	0
Evangeline Council on Aging, Inc.	Evangeline	HCBS	\$342,513.21	2	0	\$0	0
Graceful Care Service, LLC	Evangeline	HCBS	\$1,766,011.66	4	0	\$0	0
Heaven-on-Earth Network, Inc.	Evangeline	HCBS	\$1,358,362.87	2	0	\$0	1
House of Mercy, Inc.	Evangeline	HCBS	\$2,933,186.38	5	0	\$0	1
Precious Life Care, LLC	Evangeline	HCBS	\$394,062.89	4	0	\$0	1
Strides of Acadiana, LLC	Evangeline	HCBS	\$995,311.20	4	0	\$0	1
True Home Care, LLC	Evangeline	HCBS	\$2,016,882.90	3	0	\$0	1
Unlimited Home Care of Louisiana, Inc.	Evangeline	HCBS	\$1,225,379.31	2	0	\$0	0
A & L Adult Day Health Care, Inc.	Iberia	Adult Day Health Care	\$158,594.80	0	0	\$0	0
A & L Personal Care, Inc.	Iberia	HCBS	\$1,382,049.72	0	1	\$4,800	1
Arc of Acadiana, Inc.	Iberia	HCBS	\$8,405,690.74	8	0	\$0	6
Compassion Community Services, LLC	Iberia	HCBS	\$629,175.49	1	0	\$0	0
Home Sweet Home Personal Care Services, Inc.	Iberia	HCBS	\$1,380,387.50	2	0	\$0	3
Jaba Enterprises, Inc.	Iberia	HCBS	\$1,593,662.12	2	0	\$0	1

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Perryl Health Services, LLC	Iberia	HCBS	\$1,008,830.03	5	1	\$6,000	2
Professional Personal Care Services, Inc.	Iberia	HCBS	\$1,644,427.65	3	0	\$0	2
Someone Cares, Inc.	Iberia	HCBS	\$630,280.23	2	0	\$0	0
A Better Concept of Individualized Care, LLC	Lafayette	HCBS	\$1,584,891.62	0	0	\$0	0
A Plus Home Care Services, LLC	Lafayette	HCBS	\$1,769,474.70	1	0	\$0	0
Ab Family, Inc.	Lafayette	HCBS	\$1,635,076.75	13	0	\$0	4
Acadiana Circle of Friends, Inc.	Lafayette	HCBS	\$2,433,521.50	2	0	\$0	1
Acadiana Community Based Services, Inc.	Lafayette	HCBS	\$1,525,823.88	2	0	\$0	0
Acadiana Support Services, LLC	Lafayette	HCBS	\$718,033.79	3	0	\$0	1
Adult Day Health Care of Carencro, Inc.	Lafayette	Adult Day Health Care	\$475,904.73	1	0	\$0	0
Ageless Healthcare	Lafayette	HCBS	\$3,678,989.74	7	0	\$0	4
Allied Medicine, Inc.	Lafayette	HCBS	\$432,748.24	0	0	\$0	0
Alternative Home Care Specialists, Inc.	Lafayette	HCBS	\$4,609,070.54	2	0	\$0	1
Audubon PCA Services	Lafayette	HCBS	\$92,025.69	0	0	\$0	0
Bedside Homecare, LLC	Lafayette	HCBS	\$1,351,168.43	0	0	\$0	0
Caring Touch Home Care	Lafayette	HCBS	\$1,922,029.03	5	0	\$0	2
Goodwill Community Training Center	Lafayette	HCBS	\$36,847.56	0	0	\$0	0
Gulf Coast Social Services	Lafayette	HCBS	\$2,578,886.45	9	0	\$0	1
Health Care Options Personal Care Services, Inc.	Lafayette	HCBS	\$27,180.45	3	0	\$0	0
I.B.C. Services, Inc.	Lafayette	HCBS	\$899,788.56	2	0	\$0	0
Impac	Lafayette	HCBS	\$300,866.42	0	0	\$0	0
L & D Community Care, Inc.	Lafayette	HCBS	\$3,235,097.59	6	0	\$0	3
Lafayette Association for Retarded Citizens, Inc.	Lafayette	HCBS	\$3,274,026.44	8	0	\$0	1

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Lafayette Council on Aging, Inc.	Lafayette	HCBS	\$445,375.95	2	0	\$0	0
Leading Health Care of Louisiana	Lafayette	HCBS	\$7,584,288.54	8	0	\$0	3
Louisiana Health and Rehabilitation Options, Inc.	Lafayette	HCBS	\$2,689,155.07	6	1	\$500	2
Loving Hearts, LLC	Lafayette	HCBS	\$1,007,073.52	2	0	\$0	0
Luci's Troop Ltc, LLC	Lafayette	HCBS	\$356,545.53	0	0	\$0	0
Magnolia's Home Care, LLC	Lafayette	HCBS	\$1,434,232.99	3	0	\$0	0
Malicorp	Lafayette	HCBS	\$522,410.46	3	0	\$0	1
Medical Advantage Care, L.L.C.	Lafayette	HCBS	\$2,282,907.96	6	0	\$0	3
Normal Life Family Services, Inc.	Lafayette	HCBS	\$131,435.87	6	0	\$0	1
Optimum Personal Care Service	Lafayette	HCBS	\$818,298.74	1	0	\$0	0
P & L Medical Services, Inc.	Lafayette	HCBS	\$2,293,531.80	2	0	\$0	0
Paradise ADHC	Lafayette	Adult Day Health Care	\$167,536.26	0	0	\$0	0
Premier Community Services, LLC	Lafayette	HCBS	\$397,280.34	0	0	\$0	0
Priority Medical Care, Inc.	Lafayette	HCBS	\$1,781,983.03	2	1	\$12,600	0
Share Care, Usa	Lafayette	HCBS	\$2,322,290.89	0	1	\$2,400	0
Southwest Louisiana Independence Center, Inc.	Lafayette	HCBS	\$1,002,602.49	2	0	\$0	0
Total Assurance, Inc.	Lafayette	HCBS	\$606,720.81	4	0	\$0	2
Volunteers of America, Greater Baton Rouge, Inc., Acadiana	Lafayette	HCBS	\$531,383.44	0	0	\$0	0
Active Adult Day Healthcare	St. Landry	Adult Day Health Care	\$1,467,589.14	0	0	\$0	0
Agape Adult Day Healthcare	St. Landry	Adult Day Health Care	\$117,254.80	0	0	\$0	0
Agape Total Care, LLC	St. Landry	HCBS	\$3,819,471.19	2	0	\$0	2
Eunice Developmental Center	St. Landry	HCBS	\$49,637.23	0	0	\$0	0
Good Hands Home Care Service, LLC	St. Landry	HCBS	\$1,925,042.72	2	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Hansberry ADHC	St. Landry	Adult Day Health Care	\$341,465.67	0	0	\$0	0
Immaculate Heart of Mary-Pcs, LLC	St. Landry	HCBS	\$4,645,199.03	4	0	\$0	1
Jodison Prime Care, LLC	St. Landry	HCBS	\$2,503,350.53	2	0	\$0	0
Nca/Medsource Personal Care Services, Inc.	St. Landry	HCBS	\$2,213,930.13	4	0	\$0	2
Pdi of the South, Inc.	St. Landry	HCBS	\$932,212.13	3	0	\$0	0
Quality Care Providers, LLC	St. Landry	HCBS	\$1,349,967.46	3	0	\$0	1
Regional PCA Services-Acadiana, LLC	St. Landry	HCBS	\$1,163,164.41	2	0	\$0	0
Rescare Home Care	St. Landry	HCBS	\$2,123,635.64	1	0	\$0	0
Southside Care Givers, Inc.	St. Landry	HCBS	\$497,993.31	0	0	\$0	0
Sylvia's Caring Companions Health Care Services	St. Landry	HCBS	\$726,411.34	2	0	\$0	1
A Caring Home Care Services, LLC	St. Martin	HCBS	\$2,764,971.82	0	0	\$0	0
Activities of Daily Living Services	St. Martin	HCBS	\$2,429,379.68	1	0	\$0	0
Extended Family	St. Martin	HCBS	\$1,081,337.46	2	0	\$0	2
Gifted Heart Services, LLC	St. Martin	HCBS	\$672,626.69	2	0	\$0	1
Maison de Williams ADHC	St. Martin	Adult Day Health Care	\$416,525.28	1	0	\$0	0
St. Michael Healthcare, LLC	St. Martin	HCBS	\$234,301.30	0	0	\$0	0
The Arc of St. Martin, Inc.	St. Martin	HCBS	\$1,984,309.98	5	0	\$0	2
The Golden Rule Care-Provider, LLC	St. Martin	HCBS	\$1,189,403.34	4	0	\$0	1
We Care Homes, Inc.	St. Martin	HCBS	\$3,517,782.17	3	1	\$4,800	0
Vermilion Association for Retarded Citizens (Bares Center)	Vermilion	HCBS	\$394,162.85	0	0	\$0	0
	R	Region 5 – South	west Louisiana	_			
Beauregard Arc, East	Beauregard	HCBS	\$164,432.28	1	0	\$0	0
Companion Care of Swla	Beauregard	HCBS	\$861,420.87	0	0	\$0	0
Life @ Home, LLC	Beauregard	HCBS	\$406,769.95	0	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
1st Abundant Home Care, LLC	Calcasieu	HCBS	\$1,090,679.81	2	0	\$0	0
Advanced Personal Care, LLC	Calcasieu	HCBS	\$606,658.53	3	0	\$0	1
All About You Home Healthcare, Inc.	Calcasieu	HCBS	\$1,056,579.43	2	0	\$0	1
Blessed Care, Inc.	Calcasieu	HCBS	\$1,407,346.08	4	0	\$0	1
Calcasieu Association for Retarded Citizens, Inc.	Calcasieu	HCBS	\$6,757,526.42	11	2	\$5,900	7
Compassionate Covenant Adult Day Health Care, Inc.	Calcasieu	Adult Day Health Care	\$400,211.25	2	0	\$0	0
Compassionate Covenant Adult Day Health Care, Inc.	Calcasieu	HCBS	\$679,826.29	4	0	\$0	2
Comprehensive Health Systems, Inc.	Calcasieu	HCBS	\$2,089,740.24	4	0	\$0	1
Crimson Oak Personal Care	Calcasieu	HCBS	\$79,623.12	0	0	\$0	0
Direct Care, Inc.	Calcasieu	HCBS	\$756,156.81	4	0	\$0	2
Evergreen Community Services - Swla/Personal Care Attendant	Calcasieu	HCBS	\$561,720.26	4	0	\$0	1
Evergreen West Calcasieu Services	Calcasieu	HCBS	\$333,011.73	1	0	\$0	0
Gulf Coast Social Services	Calcasieu	HCBS	\$1,358,183.50	4	0	\$0	1
Heaven-on-Earth Network, Inc.	Calcasieu	HCBS	\$2,385,833.72	1	0	\$0	0
Home Health Care 2000	Calcasieu	HCBS	\$1,729,387.17	2	0	\$0	0
L & D Community Care, Inc.	Calcasieu	HCBS	\$784,667.49	5	0	\$0	2
Leading Health Care of La, Inc.	Calcasieu	HCBS	\$3,784,412.77	3	0	\$0	1
Normal Life Day Services	Calcasieu	HCBS	\$108,484.83	1	0	\$0	0
Normal Life Family Services, Inc.	Calcasieu	HCBS	\$1,472,579.61	4	0	\$0	2
Pdi of the South, Inc.	Calcasieu	HCBS	\$1,468,216.96	4	0	\$0	1
Regional Southwest PCA Services	Calcasieu	HCBS	\$74,819.82	4	0	\$0	1
Share Care Usa, LLC	Calcasieu	HCBS	\$743,232.89	8	0	\$0	4
Southwest Louisiana Independence Center, Inc.	Calcasieu	HCBS	\$1,849,070.17	4	0	\$0	2
Preferred Living, Inc.	Jefferson Davis	HCBS	\$1,847,490.49	4	0	\$0	1

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Service Care, LLC	Jefferson Davis	HCBS	\$503,022.06	0	0	\$0	1
	]	Region 6 – Cent	tral Louisiana				
Avoyelles Society for the Developmentally Disabled, Inc.	Avoyelles	HCBS	\$315,431.74	1	0	\$0	0
Immaculate Heart of Mary-Pcs, LLC	Avoyelles	HCBS	\$2,693,839.21	1	0	\$0	0
L & D Community Care, Inc.	Avoyelles	HCBS	\$2,465,623.75	0	0	\$0	0
Sylvia's Caring Companions Health Care Services, Inc.	Avoyelles	HCBS	\$2,479,731.97	5	1	\$2,600	2
Catahoula Association of Retarded Citizens	Catahoula	HCBS	\$273,085.79	1	0	\$0	0
We Care Home Care, Inc.	Catahoula	HCBS	\$2,289,113.49	4	1	\$500	1
Affinity Home Care, Inc.	Concordia	HCBS	\$144,910.84	2	0	\$0	0
All About You Healthcare Sitter Service	Concordia	HCBS	\$1,674,087.27	1	0	\$0	0
Alternative Sitter Service, LLC	Concordia	HCBS	\$1,120,004.76	3	0	\$0	0
Blessings at Home, LLC	Lasalle	HCBS	\$1,757,482.52	5	2	\$5,800	3
Lasalle Association for the Developmentally Delayed, Inc.	Lasalle	HCBS	\$369,239.70	1	0	\$0	0
Accessible Healthcare Solutions, LLC	Rapides	HCBS	\$3,287,983.00	3	0	\$0	3
All About Families, Inc.	Rapides	HCBS	\$1,023,232.01	1	0	\$0	2
Alternative Concept Care Service	Rapides	HCBS	\$2,349,444.23	1	0	\$0	0
Colwell Interest, Inc.	Rapides	HCBS	\$8,944.65	2	0	\$0	0
Evergreen Presbyterian Ministries, Inc.	Rapides	HCBS	\$2,350,500.19	4	0	\$0	2
Family Care Services, Inc.	Rapides	HCBS	\$2,519,872.33	3	1	\$3,600	2
Friendship House ADHC	Rapides	Adult Day Health Care	\$51,350.76	2	0	\$0	0
Gentle Touch Services, Inc.	Rapides	HCBS	\$451,235.83	2	0	\$0	0
Guardian Angels Care Services, Inc.	Rapides	HCBS	\$3,611,792.75	6	2	\$12,000	11
Gulf Coast Social Services	Rapides	HCBS	\$2,437,080.20	2	0	\$0	2

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Home Assistance Services, Inc.,	Rapides	HCBS	\$912,305.04	4	0	\$0	1
Kellie's Sitting Services, Inc.	Rapides	HCBS	\$6,694,170.67	6	0	\$0	2
Leading Health Care of Louisiana, Inc.	Rapides	HCBS	\$3,506,784.88	1	0	\$0	0
Louisiana Community Care, Inc.	Rapides	HCBS	\$4,423.85	2	1	\$4,800	2
Louisiana Mentor	Rapides	HCBS	\$155,604.77	1	0	\$0	0
New Horizons Independent Living Center	Rapides	HCBS	\$933,822.66	2	0	\$0	0
Pinecrest Supports and Services Center	Rapides	HCBS	\$210,954.38	2	0	\$0	0
Precision Caregivers	Rapides	HCBS	\$1,258,589.45	4	0	\$0	1
Regional PCA Services-Central, LLC	Rapides	HCBS	\$123,272.01	2	0	\$0	0
Share Care Usa, LLC	Rapides	HCBS	\$649,731.29	2	0	\$0	1
St. Genevive Health Care Services, Inc.	Rapides	HCBS	\$1,156,026.60	4	1	\$10,700	1
The Arc Rapides, Inc.	Rapides	HCBS	\$2,051,825.15	4	0	\$0	1
We Care Ministries Outreach Program	Rapides	HCBS	\$484,088.43	2	0	\$0	0
Southwest Louisiana Independence Center, Inc.	Vernon	HCBS	\$937,799.36	1	0	\$0	1
Future Expectations Community Care Service, LLC	Winn	HCBS	\$3,006,399.48	3	0	\$0	0
Winn Association for Retarded Citizens, Inc.	Winn	HCBS	\$54,769.86	1	0	\$0	0
	ŀ	Region 7 – North	west Louisiana				
Care Services of North West Louisiana, LLC	Bossier	HCBS	\$3,884,473.32	3	0	\$0	1
Community Angels of Hope, LLC	Bossier	HCBS	\$2,349,273.35	5	0	\$0	4
Hap House	Bossier	HCBS	\$349,947.31	1	0	\$0	2
Martin Family Support Services, LLC	Bossier	HCBS	\$837,209.16	1	0	\$0	0
A Good Home Care Services, LLC	Caddo	HCBS	\$1,642,937.00	1	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
An Endless Love Home Care, LLC	Caddo	HCBS	\$162,793.57	0	0	\$0	0
Assurance Care Services, Inc.	Caddo	HCBS	\$1,817,836.24	2	0	\$0	1
Brooks Personal Care Attendant Service, LLC	Caddo	HCBS	\$501,252.70	0	0	\$0	0
Comfort and Joy	Caddo	Adult Day Health Care	\$116,820.60	0	0	\$0	0
Companion Home Services, LLC	Caddo	HCBS	\$49,188.40	0	0	\$0	0
D & K Care Service, Inc.	Caddo	HCBS	\$1,475,839.09	2	0	\$0	1
Daystar Health Services	Caddo	HCBS	\$558,520.78	0	0	\$0	0
Dependable Care Services, LLC	Caddo	HCBS	\$1,490,677.67	3	0	\$0	1
Exceptional Client Care Service, LLC	Caddo	HCBS	\$2,237,490.11	0	0	\$0	0
Family Care Services, Inc.	Caddo	HCBS	\$1,716,780.28	4	0	\$0	1
Golden Patient Care Services, Inc.	Caddo	HCBS	\$1,488,909.55	3	0	\$0	0
Higher Dimension, Inc.	Caddo	HCBS	\$2,037,163.23	1	0	\$0	1
Home Assistance Services, Inc.	Caddo	HCBS	\$367,368.10	2	0	\$0	0
Johnson's Client Care Services, LLC	Caddo	HCBS	\$679,429.29	2	0	\$0	0
Lighthouse Ministries Provider Care Services, Inc.	Caddo	HCBS	\$1,553,768.24	2	0	\$0	0
Metropolitan Circles, LLC	Caddo	HCBS	\$3,149,825.50	3	0	\$0	1
New Horizons, Inc.	Caddo	HCBS	\$1,193,525.75	2	0	\$0	0
People First Outreach, Inc.	Caddo	HCBS	\$537,231.36	4	0	\$0	1
Sincere Client Care Services	Caddo	HCBS	\$3,395,972.46	6	0	\$0	2
St. Genevive Health Care Services, Inc.	Caddo	HCBS	\$2,886,122.14	2	0	\$0	0
St. Matthew's Direct Care Service, L.L.C	Caddo	HCBS	\$1,753,866.84	1	0	\$0	0
Volunteers of America Community Living Services	Caddo	HCBS	\$3,916,243.32	2	0	\$0	1
Southern Ingenuity, Inc.	Claiborne	HCBS	\$2,981,817.23	3	0	\$0	1
Visions of Tomorrow, Inc.	Claiborne	HCBS	\$1,263,938.27	0	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Desoto Council on Aging	Desoto	HCBS	\$917,450.49	0	0	\$0	0
Desoto Habilitation Services	Desoto	HCBS	\$213,930.76	0	0	\$0	0
Life @ Home, LLC	Desoto	HCBS	\$430,348.39	2	0	\$0	0
Choice and Change Ministries	Natchitoches	HCBS	\$1,574,745.64	5	0	\$0	3
Future Expectations Community Care Services, LLC	Natchitoches	HCBS	\$1,352,947.82	1	0	\$0	0
Heaven's Blessings, Inc.	Natchitoches	HCBS	\$1,737,345.15	4	0	\$0	1
Natchitoches Association for Retarded Citizens, Inc.	Natchitoches	HCBS	\$188,422.52	2	0	\$0	1
Natchitoches Vocational Center	Natchitoches	HCBS	\$27,143.43	1	0	\$0	0
Touch of Grace Services, LLC	Natchitoches	HCBS	\$1,391,842.31	2	0	\$0	1
Touch of Grace, ADHC, LTC, LLC	Natchitoches	Adult Day Health Care	\$142,872.60	2	0	\$0	1
We Care Ministries Outreach Program	Natchitoches	HCBS	\$1,801,542.93	3	0	\$0	0
Advantage Home Health Care, Inc.	Red River	HCBS	\$454,055.01	2	0	\$0	1
Red River Council on Aging Adult Day Health Care	Red River	Adult Day Health Care	\$225,156.68	0	0	\$0	0
Red River Industries	Red River	HCBS	\$267,867.32	1	0	\$0	0
The Will of God Ministries Outreach Program	Red River	HCBS	\$2,181,470.04	0	0	\$0	0
Arc of Sabine	Sabine	HCBS	\$1,493,673.98	2	0	\$0	0
Best Kare Journey Adult Day Health Care	Webster	Adult Day Health Care	\$128,206.00	0	0	\$0	0
Country Road Resources	Webster	HCBS	\$1,421,524.61	0	0	\$0	0
Divine Services, LLC	Webster	HCBS	\$1,733,055.32	0	0	\$0	0
Mar-C Industries	Webster	HCBS	\$360,879.43	1	0	\$0	0
Matters of the Heart of North Louisiana, LLC	Webster	HCBS	\$1,019,176.85	2	0	\$0	1
North Central La Community Services	Webster	HCBS	\$82,376.54	1	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Oak Works, Inc.	Webster	HCBS	\$14,837.23	0	0	\$0	0
	F	Region 8 – North	neast Louisiana				
Advanced Sitting Solutions, Inc.	Caldwell	HCBS	\$1,871,655.77	1	0	\$0	0
Express Medical Staffing, Inc.	Caldwell	HCBS	\$1,332,810.65	1	0	\$0	0
Express Medical Staffing, Inc., Day Program	Caldwell	HCBS	\$169,940.90	0	0	\$0	0
At Home Adult Day Care	East Carroll	Adult Day Health Care	\$5,439.20	0	0	\$0	0
Loving Touch Personal Care Services, Inc.	East Carroll	HCBS	\$1,300,099.78	0	1	\$2,400	0
Bertha Nelson Day Developmental Training Center	Franklin	HCBS	\$94,658.20	0	0	\$0	0
Eternal Blessings, Inc.	Jackson	HCBS	\$1,316,030.59	0	0	\$0	0
First Choice Home Health Agency	Jackson	HCBS	\$195,557.68	1	0	\$0	0
Community Bridges West Inc Waiver Services Ruston	Lincoln	HCBS	\$413,037.25	0	0	\$0	0
Family Life Developmental Center	Lincoln	HCBS	\$377,702.76	4	0	\$0	1
People Centered Support Services, Inc.	Lincoln	HCBS	\$2,896,427.12	1	1	\$1,750	0
Malicorp	Madison	HCBS	\$17,096.03	0	0	\$0	0
Marie's Family Healthcare & Sitter Services, Inc.	Madison	HCBS	\$2,629,689.18	0	0	\$0	2
Preventive Measures Programs, Inc.	Madison	HCBS	\$1,515,255.90	3	0	\$0	0
Body & Soul Services, Inc.	Morehouse	HCBS	\$3,658,655.42	3	0	\$0	2
Good Shepherd Personal Care, LLC	Morehouse	HCBS	\$2,638,466.93	3	1	\$3,600	1
Quality Home Health Long Term Care	Morehouse	HCBS	\$964,346.57	0	0	\$0	0
A Heart of Gold Health Services, LLC	Ouachita	HCBS	\$149,843.43	2	0	\$0	0
A Helping Hand Too, LLC	Ouachita	HCBS	\$637,355.73	0	0	\$0	0
A Personal Touch	Ouachita	HCBS	\$476,506.69	2	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Absolute Care, Inc.	Ouachita	HCBS	\$2,672,261.60	4	1	\$7,200	1
Americare	Ouachita	HCBS	\$910,824.36	2	0	\$0	0
Ann's Helping Hands	Ouachita	HCBS	\$579,701.75	2	0	\$0	0
Another Chance Enterprise Personal Care Attendant Services	Ouachita	HCBS	\$2,022,953.36	1	1	\$1,200	1
Association for Retarded Citizens of Ouachita/Arco	Ouachita	HCBS	\$2,791,669.56	1	0	\$0	0
At Home Assisted Care, LLC	Ouachita	HCBS	\$278,295.21	2	0	\$0	0
Care Solutions, Inc.	Ouachita	HCBS	\$6,592,579.95	5	0	\$0	3
Center for Personal Development	Ouachita	HCBS	\$1,310,642.34	0	0	\$0	0
Cognitive Development Center Personal Care Services	Ouachita	HCBS	\$3,935,003.35	3	0	\$0	1
D & D Community Connections, Inc.	Ouachita	HCBS	\$2,710,014.53	3	0	\$0	2
Enrich Personal Care Service, LLC	Ouachita	HCBS	\$2,629,435.48	2	0	\$0	1
Faith and Hope Independent Living	Ouachita	HCBS	\$2,402,596.76	0	0	\$0	1
Families First Choice, Inc.	Ouachita	HCBS	\$1,237,278.08	0	0	\$0	0
Family Care Services, Inc.	Ouachita	HCBS	\$2,852,386.43	2	0	\$0	3
G. B. Cooley Services District	Ouachita	HCBS	\$2,115,464.11	3	0	\$0	1
Gentle Touch Services, Inc.	Ouachita	HCBS	\$1,514,186.27	2	0	\$0	0
Guardians for Angels	Ouachita	HCBS	\$1,220,320.92	0	0	\$0	0
Heart's Desire, LLC.	Ouachita	HCBS	\$1,608,783.61	5	1	\$2,400	1
Home Assistance Services, Inc.	Ouachita	HCBS	\$1,266,328.90	1	0	\$0	1
Hope Provider Care Services, Inc.	Ouachita	HCBS	\$1,214,670.41	0	1	\$4,800	0
Innovative Communicators, Inc.	Ouachita	HCBS	\$365,590.95	2	0	\$0	1
Inspirational Care, LLC	Ouachita	HCBS	\$1,335,803.59	2	0	\$0	0
Jadan, Inc.	Ouachita	HCBS	\$161,731.80	2	0	\$0	0
Miracle Outlook Family Services, Inc.	Ouachita	HCBS	\$521,158.82	2	0	\$0	1
My PCA-My Personal Care Attendant	Ouachita	HCBS	\$498,229.50	0	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
New Horizons Independent Living Center	Ouachita	HCBS	\$441,968.16	2	0	\$0	0
Precision Caregivers	Ouachita	HCBS	\$996,888.06	2	0	\$0	0
Regional PCA Services-Northeast, LLC	Ouachita	HCBS	\$690,135.93	0	1	\$6,000	0
Stepping Stones ADHC	Ouachita	Adult Day Health Care	\$64,747.84	1	1	\$5,000	0
Supreme Home Health Service, Inc.	Ouachita	HCBS	\$441,848.85	2	0	\$0	0
T & B Home Care Services, Inc.	Ouachita	HCBS	\$1,252,943.88	1	0	\$0	0
Therapeutic Approaches, Inc.	Ouachita	HCBS	\$220,162.65	2	0	\$0	0
Touched by Care Community Services, Inc.	Ouachita	HCBS	\$1,116,499.10	2	0	\$0	0
Twin City Home Care Services, Inc.	Ouachita	HCBS	\$437,158.72	2	0	\$0	0
Unique Guidance Provider Services, Inc.	Ouachita	HCBS	\$1,515,310.48	2	0	\$0	1
All About You Support Services	Richland	HCBS	\$1,123,076.52	2	0	\$0	1
Another Helping Hand, Inc.	Richland	HCBS	\$658,092.00	0	0	\$0	0
Caring Angel Connection, Inc.	Richland	HCBS	\$555,318.15	0	0	\$0	0
Community Care Services, Inc.	Richland	HCBS	\$1,408,179.15	2	0	\$0	0
Community Waiver Services, LLC	Richland	HCBS	\$715,493.27	1	0	\$0	0
Delta American Healthcare, Inc.	Richland	HCBS	\$2,324,217.62	0	0	\$0	0
Mangham Home Care, Inc.	Richland	HCBS	\$1,877,235.72	0	0	\$0	0
Richland Association for Retarded Citizens, Inc.	Richland	HCBS	\$139,809.16	0	0	\$0	0
Richland Home Care, LLC	Richland	HCBS	\$200,299.41	0	0	\$0	0
At Home Service of West Carroll Health Systems	West Carroll	HCBS	\$971,381.96	0	0	\$0	0
Mary Biggs Day Developmental Training Center	West Carroll	HCBS	\$162,346.39	0	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
		Region 9 – Nor	thshore Area				
Accent's Attendant Care Inc.	Livingston	HCBS	\$1,484,000.89	0	0	\$0	0
Adult Day Health Care of Livingston Parish, LLC	Livingston	Adult Day Health Care	\$226,844.80	1	0	\$0	0
Island Enterprises of Louisiana	Livingston	HCBS	\$1,012,539.79	5	0	\$0	1
La Trouve, Inc.	Livingston	HCBS	\$567,089.96	0	0	\$0	0
Le Connexion Communaute, Inc. (Community Connections)	Livingston	HCBS	\$216,489.21	0	0	\$0	0
Livingston Association for Retarded Citizens	Livingston	HCBS	\$442,814.50	0	0	\$0	0
Quality Community Homes	Livingston	HCBS	\$37,526.98	0	0	\$0	0
Sincere Home Health, LLC	Livingston	HCBS	\$616,671.24	0	0	\$0	0
The Right Way, Inc.	Livingston	HCBS	\$747,333.06	2	0	\$0	1
Trinity Personal Care Services	Livingston	HCBS	\$365,397.95	0	0	\$0	0
Efficient Care, LLC	St. Helena	HCBS	\$545,397.84	0	0	\$0	0
Faith and Hope Independent Living	St. Helena	HCBS	\$2,081,726.86	0	0	\$0	0
Faith and Hope Independent Living Service	St. Helena	HCBS	\$1,504,987.88	3	0	\$0	0
One Healthy Solution, LLC	St. Helena	Adult Day Health Care	\$83,496.45	2	0	\$0	0
Personal Touch Healthcare Service, LLC	St. Helena	HCBS	\$1,000,358.56	2	0	\$0	1
Assure Health Care Providers, Inc.	St. Tammany	HCBS	\$534,718.77	0	0	\$0	0
Helping Hands for Healing Hearts	St. Tammany	HCBS	\$1,449,291.90	4	0	\$0	1
My Purpose Community Service	St. Tammany	HCBS	\$768,103.77	4	1	\$1,200	0
Regional Pca Services-Southeast, LLC	St. Tammany	HCBS	\$239,549.34	1	0	\$0	1
Slidell Adult Day Health Care	St. Tammany	Adult Day Health Care	\$155,338.96	0	0	\$0	0
STARC of Louisiana, INC.	St. Tammany	HCBS	\$2,997,866.56	1	0	\$0	0

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Absolute Care Providers, Inc.	Tangipahoa	HCBS	\$829,107.14	0	0	\$0	0
Adult Day Healthcare Center of Hammond	Tangipahoa	Adult Day Health Care	\$236,667.60	1	0	\$0	0
All About U	Tangipahoa	HCBS	\$2,002,173.64	1	0	\$0	1
Alms Resource Center	Tangipahoa	HCBS	\$578,861.82	1	0	\$0	0
Assistance Just for You, LLC	Tangipahoa	HCBS	\$1,044,595.52	0	0	\$0	1
Belle Oaks Adult Day Health Center, LLC	Tangipahoa	Adult Day Health Care	\$22,547.20	0	0	\$0	0
Bridge Builders Care Services	Tangipahoa	HCBS	\$862,790.58	2	0	\$0	1
C.A.R.E., Inc.	Tangipahoa	HCBS	\$13,095,182.05	3	0	\$0	3
Dream Team of La, Inc.	Tangipahoa	HCBS	\$2,661,092.04	5	1	\$8,400	2
Gloss Enterprise	Tangipahoa	HCBS	\$2,307,210.08	1	0	\$0	1
Gulf Coast Social Services	Tangipahoa	HCBS	\$1,163,908.95	1	0	\$0	1
Hammond Strawberry Fields, Inc.	Tangipahoa	HCBS	\$1,465,774.66	0	0	\$0	0
Helping Hands Health Services, LLC	Tangipahoa	HCBS	\$737,015.09	0	0	\$0	0
L.A. Home Care I, Inc.	Tangipahoa	HCBS	\$974,153.25	0	0	\$0	0
Options, Inc.	Tangipahoa	HCBS	\$4,716,551.06	1	0	\$0	0
Parishes Supportive Living, Inc.	Tangipahoa	HCBS	\$1,214,419.68	3	0	\$0	0
TARC	Tangipahoa	HCBS	\$1,795,706.08	0	0	\$0	0
Tcp, Inc. (Theophilus Community Programs, Inc.)	Tangipahoa	HCBS	\$1,082,265.74	4	0	\$0	2
Community Connection Programs, Inc.	Washington	HCBS	\$1,481,574.36	2	0	\$0	1
Community Independent Living Services, LLC	Washington	HCBS	\$988,588.10	2	0	\$0	1
Complete Choice Community Care, Inc.	Washington	HCBS	\$1,584,819.88	2	0	\$0	1
Florida Parishes Resources for Independent Living, LLC	Washington	HCBS	\$2,397,096.49	0	0	\$0	1

Provider Name <sup>17</sup>	Parish	License Type	HCBS Medicaid Reimbursement	Number of HSS Surveys	Sanctions	State Fines	Substantiated Complaints
Franklinton Acc - Washington Parish Activity Center	Washington	HCBS	\$1,856,970.01	0	0	\$0	0
Maxima Group Behavioral Services, Inc.	Washington	HCBS	\$683,829.55	1	0	\$0	0
Mom-4-A-Day, Inc.	Washington	HCBS	\$1,146,238.01	0	0	\$0	0
Nellie Byers Training Center	Washington	HCBS	\$334,466.05	0	0	\$0	0
Pride and Hope Ministry Family Support Services	Washington	HCBS	\$1,704,768.22	0	0	\$0	0
Source: Prepared by Legislative Audit	or's staff using dat	a provided by D	HH.				

## APPENDIX F: INFORMATION ON UTILIZATION, COST, AND QUALITY BY CASE MANAGEMENT AGENCIES FOR FISCAL YEAR 2014

Case Management Agency	Parish	Medicaid Reimbursement	Number of Heath Standards Surveys	Sanctions	Substantiated Complaints	OAAS Monitoring Findings <sup>18</sup> (FY 13)	OCDD Monitoring Findings (CY 13)				
	Region 1 - Greater New Orleans Area										
ABC Case Management	Jefferson	\$468,028	1	\$0	0	19.1%	N/A				
Alphacare Support Coordination, LLC	Jefferson	\$0	0	\$0	0	N/A	N/A				
Quality Support Coordination, Inc.	Jefferson	\$3,855,990	2	\$0	0	19.7%	13.2%				
J W's Creative Solutions, LLC	Orleans	\$36,322	0	\$0	0	44.4%	N/A				
		Regio	on 2 - Capital A	rea							
ABC Case Management	East Baton Rouge	\$402,221	0	\$0	0	12.5%	N/A				
Cadence of Acadiana, Inc.	East Baton Rouge	\$356,378	0	\$0	0	23.0%	N/A				
Community Resource Coordinators	East Baton Rouge	\$1,272,807	3	\$3,400	0	30.3%	12.7%				
Family Care Case Management Services	East Baton Rouge	\$160,297	0	\$0	0	20.4%	N/A				
Medical Resources and Guidance, Inc.	East Baton Rouge	\$1,181,077	2	\$0	0	N/A	15.7%				

<sup>&</sup>lt;sup>18</sup> Monitoring findings was calculated as the percentage of total elements tested during an annual case management agency review that DHH found had a finding. Findings ranged in severity from a Notice of Finding to Finding Level's 1 through 3.

Appendix F

Case Management Agency	Parish	Medicaid Reimbursement	Number of Heath Standards Surveys	Sanctions	Substantiated Complaints	OAAS Monitoring Findings <sup>18</sup> (FY 13)	OCDD Monitoring Findings (CY 13)
Volunteers of America of Greater Baton Rouge, Inc. <sup>19</sup>	East Baton Rouge	\$2,971,755	1	\$0	0	9.9%	N/A
		Region 3 -	South Central I	Louisiana			
Cadence of Acadiana, Inc.	Lafourche	\$263,288	2	\$0	0	32.9%	N/A
Medical Resources & Guidance, Inc.	Lafourche	\$816,786	1	\$0	0	N/A	13.2%
Easter Seals Louisiana	Terrebonne	\$1,328,614	2	\$0	0	36.0%	15.2%
		Reg	gion 4 - Acadiar	na			
Medical Resources & Guidance, Inc.	Evangeline	\$2,571,074	2	\$0	0	25.7%	12.5%
Cadence of Acadiana, Inc.	Lafayette	\$1,614,283	4	\$0	1	34.9%	12.9%
Volunteers of America of Greater Baton Rouge, Inc. <sup>2</sup>	Lafayette	\$531,383	N/A - Not licensed	N/A - Not licensed	0	15.3%	N/A
		Region 5	- Southwest Lo	uisiana			
ABC Case Management	Calcasieu	\$153,050	0	\$0	0	9.9%	N/A
Medical Resources & Guidance, Inc.	Calcasieu	\$1,342,583	1	\$0	0	10.8%	9.5%
		Region	6 - Central Lou	isiana			
Directions of Louisiana, Inc.	Rapides	\$309,359	0	\$0	0	13.1%	N/A
Easter Seals Louisiana	Rapides	\$944,115	1	\$0	0	28.0%	20.5%
Medical Resources & Guidance, Inc.	Rapides	\$932,762	1	\$0	0	13.1%	15.2%
		Region 7	- Northwest Lo	ouisiana			
Caddo COA Case Management	Caddo	\$164,583	N/A - Not licensed	N/A - Not licensed	0	N/A	N/A

<sup>&</sup>lt;sup>19</sup> Volunteers of America of Greater Baton Rouge, Inc. was also included Appendix E. The Medicaid Reimbursement amount includes payment for case management services and HCBS services.

Appendix F

Case Management Agency	Parish	Medicaid Reimbursement	Number of Heath Standards Surveys	Sanctions	Substantiated Complaints	OAAS Monitoring Findings <sup>18</sup> (FY 13)	OCDD Monitoring Findings (CY 13)
Easter Seals Louisiana	Caddo	\$1,656,964	3	\$0	1	46.9%	20.9%
Quality Support Coordination, Inc.	Caddo	\$896,843	3	\$0	0	N/A	8.9%
		Region 8	- Northeast Lo	uisiana			
Caldwell Council on Aging Case Management Agency, Inc.	Caldwell	\$392,208	0	\$0	0	8.9%	N/A
Easter Seals Louisiana	Ouachita	\$257,377	0	\$0	0	21.4%	N/A
People Unlimited, Inc.	Ouachita	\$1,086,652	2	\$0	0	11.9%	19.8%
Shoulders of Strength, Inc.	Ouachita	\$1,104,946	2	\$0	0	N/A	10.3%
		Region	9 - Northshore	Area			
ABC Case Management	Livingston	\$255,028	0	\$0	0	13.1%	N/A
Coastal Care Services, LLC	St. Tammany	\$59,110	0	\$0	0	11.7%	N/A
Easter Seals Louisiana	St. Tammany	\$1,600,195	2	\$0	0	18.2%	7.2%
Positive Concepts, LLC	St. Tammany	\$33,700	0	\$0	0	24.4%	N/A
Quality Support Coordination, Inc.	St. Tammany	\$1,246,983	4	\$0	0	23.8%	8.0%
Source: Prepared by Legislative	e Auditor's staff usin	g data provided by DI	łΗ.				