



Virginia Department of Behavioral Health and Developmental Disabilities (DBHDS)  
Quality Service Reviews

**CSB and Provider Quality Service Review — Information Form**

**Introduction Packet**

The information form will be used by Health Services Advisory Group, Inc. (HSAG) to identify the correct people and contact information for the Quality Service Reviews. Quality Service Reviews will be completed for licensed providers serving individuals receiving Developmental Disability Home and Community Based Waiver Services. HSAG will use the information to establish a CSB/provider SharePoint account, communicate information, schedule reviews and interviews, and contact the provider as needed. **Please complete the information below and submit to [VAQSR@hsag.com](mailto:VAQSR@hsag.com) by July 15, 2020.**

CSB/Provider Name: \_\_\_\_\_

CSB/Provider Owner/CEO/Executive Director name: \_\_\_\_\_

CSB/Provider Owner/CEO/Executive Director contact email: \_\_\_\_\_

CSB/Provider Owner/CEO/Executive Director telephone number: \_\_\_\_\_

CSB/Provider Tax Identification Number (TIN): \_\_\_\_\_

CSB/Provider Name Associated with TIN: \_\_\_\_\_

Best Contact Hours : \_\_\_\_\_

Contact Name and Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

CSB/Provider Website Address, if applicable: \_\_\_\_\_



**Virginia Department of Behavioral Health and Developmental Disabilities (DBHDS)**  
**Quality Service Reviews – Provider Quality Reviews**  
**Group 1 and Group 2**

HSAG will conduct some elements of the PQR virtually through web-based technology. Please respond to the following questions to determine the CSB/BHA’s/Provider’s capability to participate in virtual reviews and interviews.

1. Does the CSB/ BHA/provider maintain care and service records in an electronic medical record or manual/hard copy record?  
  
Electronic medical record:  Yes             No  
Manual/hard copy record:  Yes             No
2. Is the CSB /BHA/provider able to scan documents, if needed?  
 Yes             No
3. If provided direction, is the CSB/ BHA/provider able to electronically upload specific documents to a secure file transfer protocol (FTP) site?  
 Yes             No
4. If provided direction, is the CSB/BHA /provider able to electronically upload specific documents to a secure file transfer protocol (FTP) site?  
 Yes             No
5. Does the CSB/ /provider, or if working from home, have a private and confidential space to participate in virtual interviews?  
 Yes             No

HSAG maintains a dedicated SharePoint site for the QSRs, which will allow CSB/ BHAs/providers to upload documentation, and HSAG to share communications and other information with providers and CSBs. Please provide the names and email addresses of staff members who should be provided access to the SharePoint site (add additional staff as needed):

Name: \_\_\_\_\_ Email address: \_\_\_\_\_  
Name: \_\_\_\_\_ Email address: \_\_\_\_\_  
Name: \_\_\_\_\_ Email address: \_\_\_\_\_  
Name: \_\_\_\_\_ Email address: \_\_\_\_\_  
Name: \_\_\_\_\_ Email address: \_\_\_\_\_