



# COMMONWEALTH of VIRGINIA

NELSON SMITH  
COMMISSIONER

DEPARTMENT OF  
BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES

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August 1, 2022

To: Licensed Developmental Disability Service Providers and Community Services Boards  
From: Heather Norton; DBHDS Assistant Commissioner, Developmental Services  
Re: **Quality Service Review Cadence Change**

Dear Licensed Developmental Disabilities Providers and Community Services Boards,

In FY 2021 the Department of Behavioral Health and Developmental Services (DBHDS) instructed its new Quality Service Review (QSR) vendor, Health Services Advisory Group-HSAG, to review 100 percent of licensed developmental disabilities (DD) service providers per QSR Round. The decision to enforce a robust QSR schedule was made by the previous administration to gain ground in achieving compliance with the Department of Justice Settlement Agreement by providing a full 18-month term of sampling. DBHDS acknowledges the strain that compliance with this request has placed on community services boards (CSBs) and licensed DD service providers. With the start of the new Administration, our team re-evaluated and determined that we will return to the original intent of the QSR, to sample CSBs and licensed DD providers only once every 2-3 years, as the previous pace was not sustainable for providers or for DBHDS staff.

DBHDS decreased the number of QSRs starting in Round 4 by reducing the number of providers scheduled to participate in the Provider Quality Reviews (PQR) to 50 percent of CSBs and 60 percent of licensed DD providers. CSBs and licensed DD providers who participate in QSR Round 4 will not be asked to participate in the PQR portion again, until QSR Round 6 or 7. However, due to the nature of the QSR process, all CSBs will be required to continue providing documentation related to support coordination for individuals sampled for the Person Centered Review (of a licensed DD provider) and participate in submission of required Quality Improvement Plans (QIPs) to HSAG for each round.

In an effort to further decrease the burden on CSBs and licensed DD providers, DBHDS is in the process of developing a pilot program through which DBHDS, the QSR vendor, and the Department of Medical Assistance Services (DMAS) will have access to a master scheduler. Each group will be able to view all upcoming reviews for the purpose of reducing and preventing the potential for overlap in regular review schedules. Please note that reviews conducted as part of a critical incident investigation will not be included in the master scheduler.

DBHDS will also pilot the use of a document repository where documents generally requested during the review process will be uploaded to a single location. This should serve to help reduce or eliminate the potential for multiple requests for the same documents by multiple offices within a given year. DBHDS will work with CSBs to pilot this program at the end of 2022, with an expectation to go live for all CSBs in early 2023. Following DBHDS evaluation of pilot program implementation, DBHDS will discuss how the master scheduler and document repository could be implemented for licensed service providers.

As always, if you need assistance or have questions about the process, you may contact HSAG or you may contact DBHDS at [dbhds\\_qsr@dbhds.virginia.gov](mailto:dbhds_qsr@dbhds.virginia.gov).

DBHDS thanks our partners for their service to the community and for their partnership as we endeavor to ensure a life of possibilities for all Virginians!

cc: Nelson Smith; DBHDS Commissioner  
Alexis Aplasca; DBHDS Chief Clinical Officer  
Katherine Means; DBHDS Senior Director of Clinical Quality Management  
Jenni Schodt; DBHDS Settlement Agreement Director  
Ann Bevan; DMAS, Division Director, High Needs Supports  
Jae Benz; Licensing Director