

Appendix VI Fiscal Monitoring

Revision 02-3; Effective November 1, 2002

Introduction

Fiscal monitoring is only one part of various monitoring activities conducted by regional contract management staff. Fiscal monitoring (or monitoring for billing) includes the monitoring of documentation which supports reimbursement to the facility. Two types of errors may be identified:

- financial errors, and
- administrative errors.

Financial errors monitoring is conducted to ensure that a facility has the documentation to support reimbursement from DHS. Administrative error monitoring is conducted to ensure the facility has no errors in documentation of service delivery.

Financial errors result in exceptions applied to the total amount paid for the unit of service. Administrative errors result in exceptions applied to the administrative portion of the unit of service.

Although DHS takes exceptions and/or recoups funds for noncompliance with program standards during the review period, this

- does not limit other departments, etc., from identifying and/or taking exceptions for other deficiencies identified during this monitoring review, nor
- does it limit DHS from taking other sanctions against the facility for noncompliance with standards in your contract.

DHS staff performing fiscal monitoring must:

- have received training on the use of the monitoring guide; and
- be determined competent by the reviewer's supervisor to perform the monitoring review.

Order for Conducting Initial Interviews

Initial monitoring reviews must be conducted in the following order:

1. high dollar volume;
2. frequencies and type of validated complaints;
3. low level of client satisfaction with services;
4. result of courtesy reviews;
5. history of noncompliance on previous reviews;
6. contract with multiple programs; and

7. other factors as determined and documented by regional staff.

DHS may schedule additional reviews to evaluate corrective action plan compliance.

Review Period

The review period is defined as one month. The review month begins three months prior to the month the review is conducted.

Sample

The sample to be reviewed is a full sample. DHS determines a full sample by drawing a random sample, which is representative of a confidence level of 85% (+)(-) 5.0% for the purpose of sample size determination.

Sample Cases

Sample cases are drawn and stored on an automated application. The application is designed to automate sample retrieval, data entry, and reporting.

Alternate cases may only be used when the provider agency was not reimbursed for services provided. Alternate cases cannot be used as substitutes for missing cases. A missing form is treated as a financial error.

Notice of Review

The facility is entitled to written notice of a facility review at least 14 days before the review. The notification includes the:

- date(s) and time that DHS staff plan to arrive at the agreed-upon review site(s);
- number of DHS staff to conduct the review; and
- approximate number of days necessary to complete the review.

Entrance Conference

The reviewer must meet with designated staff to explain the monitoring process.

Missing Documents

During an agency review, DHS may identify missing documents. Missing documents identified by DHS must be received by DHS within three workdays after DHS staff leave the review site. A missing document is defined as a document that existed in the facility files prior to the date of a DHS review. If located, the document is photocopied as it was found.

For fiscal monitoring purposes, the only missing document DHS accepts from the facility are [Form 3683](#), Daily Attendance Record, or [Form 3682](#), Daily Transportation Record (or approved substitute Forms 3683/3682).

For determining timeframes for receipt of documents, DHS starts counting the day after the request.

Exit Conference

The facility receives the following from DHS during the exit conference:

- A. written findings for each of the cases reviewed that were in error;
- B. a summary of the facility's findings;
- C. notice of the next scheduled review; and
- D. any problem areas identified.

Administrative Review

The facility may request an administrative review of the methodology employed by the review team if the facility has reason to suspect the review was not conducted according to the published rules and the monitoring guide.

The purpose of the administrative review is to determine if the review team followed DHS rules and procedures in conducting the review. The administrative review may consist of one or more of the following activities:

- meeting with facility representatives;
- reviewing procedures or rules followed by the review team; and
- re-reading applicable cases.

The request must

- be in writing;
- be received by DHS within 10 calendar days of the date of the exit conference; and
- specify the procedures or rules that were not followed, as well as the cases affected.

DHS staff performing the administrative review must:

- have received training on the use of the monitoring guide;
- not have participated in the formal facility review; and
- be determined competent by the reviewer's supervisor to perform the administrative review.

The administrative review must be conducted within 30 calendar days from the receipt of the administrative review request from the facility.

The facility should receive written findings within 10 workdays of the completion of the administrative review. The findings contain one of the following determinations:

- The review was conducted according to DHS rules and procedures.
- The review was not conducted according to DHS rules and procedures and the facility's adjusted score remains below compliance.
- The review was not conducted according to DHS rules and procedures and the facility's score changes to meet compliance.

Recoupment

Financial errors result in exceptions applied to the total amount paid for the unit of service. Financial errors are recouped without extrapolation. Based on the review findings, the provider agency must submit negative bills (by clients) to offset reimbursement by the amount of the financial amount determined by the review.

An exception of 12% of the paid unit rate is the administrative portion applied to the unit of service. Based on the review findings, the facility must submit a check for the amount of administrative error determined by the review. DHS recoups only if administrative errors amount to more than \$10.

Failure to comply with the recoupment procedures may result in vendor hold which may lead to contract cancellation.

General Guidelines

The next fiscal monitoring is conducted in conjunction with your compliance review. Your agency is placed on a review cycle to allow for evaluation of your implementation of your corrective action plan, if any.

The evaluation guide that DHS uses will consist of three forms:

- [Form 3059](#);
- [Form 3686](#); and
- [Form 3687](#), pages 1, 2, and 3.

Form 3059 is used to evaluate the financial errors/billing standard and Form 3686 is used to evaluate the administrative errors standard.

Form 3687, page 1, is used to summarize provider agency findings of review. Page 2 is used to summarize findings by client. Page 3 is used to evaluate the facility's license capacity standard.

For fiscal monitoring purposes, a form with an existing date is acceptable.

Example: Form is dated February 29, 1997, and the month has 28 days. February 28, 1997, is considered the correct date.

A wrong year is not acceptable. Example: The year is 1997 and the form is dated 1996.

When determining recoupment amounts, DHS staff set the calculator on the fourth digit. DHS staff do not round up or down.

For fiscal monitoring purposes, this review only evaluates the validity of the Daily Attendance and Daily Transportation Record forms. It does not evaluate whether the person who signed the form was designated by the facility to sign the forms.

Legal Basis

- §49.15(b) — Documentation errors may cause claims for services to be disallowed. Two types of documentation errors that may cause monetary exceptions are:
 - (1) administrative errors, which result in exceptions applied to the administrative portion of the unit of service, which is a specific percentage of the paid unit rate; and
 - (2) financial errors, which result in exceptions applied to the total amount paid for the unit(s) of service.
- §49.9(c)(4) — A provider agency is entitled to payment if reimbursement corresponds to the provider agency's service authorizations and service delivery record.
- §98.211(b)(4) — The facility is not entitled to payment if the facility's monthly claims do not correspond to the facility's service authorizations and the DHS Daily Attendance/Daily Transportation Record form.
- §98.209(b) — The facility must use DHS forms to maintain a daily record of attendance and transportation to and from the facility, including the time each client began receiving services and the time he left the facility's care. If transportation is provided by the facility, driver's transportation records must be used. Arrival and departure times must be documented for clients not using facility-provided transportation.

The facility may only pre-print or pre-enter the following data:

- facility identification information including days of service, name of the facility, and vendor number; and
- client information including name, client number, address, and telephone number.

Administrative/Financial Error Found Outside of Sample

If the Attendance or Transportation Record form has errors in documentation, and there are other clients listed on the form (but not on the sample), DHS applies an administrative error for those clients listed on the form, but not included in the sample.

FINANCIAL ERRORS/BILLING STANDARD

§98.210(b) — In absence of acceptable secondary documentation, financial errors include but are not limited to, the errors specified in paragraphs (1) - (3) of this subsection.

- (1)

The facility is reimbursed for services, but DHS's Daily Activity Attendance and Transportation Record form is missing for the period for which services are reimbursed. DHS applies the error to the total number of units reimbursed for the billing period.
- (2)

The facility is reimbursed for units that exceed the units recorded on DHS's Daily Attendance and Daily Transportation Record form. DHS applies the error to the total number of units reimbursed in excess of units recorded.
- (3)

The facility is reimbursed for units of service and the client did not receive services or was Medicaid ineligible (not applicable to Title XX clients). DHS applies the error to the total number of units reimbursed for the days the client did not receive services or was Medicaid ineligible.

Intent

To ensure the facility has the documentation to support reimbursement from the department.

Resource Documents

[Form 3683](#), Daily Attendance Record, to determine units of service provided the client. Substitute forms must be approved by DHS.

[Form 3682](#), Daily Transportation Record, to determine units of service provided to the client if the Transportation Record form is used as a secondary document.

Provider System files for the review month to determine units/reimbursement to the provider agency.

[Form 3059](#), Financial Errors Standard, to evaluate this standard.

Guidelines

DHS will be evaluating the Financial Errors/Billing Standard to determine if the facility has the documentation necessary to support reimbursement of services during the review month. If the Daily Attendance Record form does not contain the necessary information, use the Daily

Transportation Record form. If there is no documentation, the facility must reimburse DHS for services reimbursed but not provided (documented).

For purposes of fiscal monitoring, secondary documentation will not be accepted in lieu of Form 3683, Daily Attendance Record form, or Form 3682, Daily Transportation Record form. Only Forms 3683/3682 (or approved substitute forms) will be used to determine if the facility provided services to a client. Financial exceptions result in 100% recoupment of the units in error.

The facility may only include transportation time as part of the unit of service if transportation is provided in a facility-owned vehicle, or the facility subcontracts transportation services with a public/private transportation entity.

If the facility provides transportation for a client to and from a facility, the facility can claim the time spent in transport as part of the unit service. Fifteen minute intervals indicating when a client was picked up and released from facility-provided transportation are allowed. Additionally, if a facility staff member escorts or stays with the client during the visit, the facility also may include the escort time as part of the unit of service.

If the facility does not provide transportation but provides an escort to a facility approved to provide therapy, or to a non-therapy medical facility, the facility may include the escort time as part of the unit of service.

Monitoring Procedures

Before DHS arrives at the review site, DHS determines if the facility has approval to use substitute Daily Attendance or Daily Transportation Records.

DHS completes one Form 3059, Financial Errors Standard, for each client in the sample.

To determine if the facility has the documentation to support reimbursement from the department, DHS completes Form 3059 as follows:

- A. ENTERS number of units reimbursed the facility the review month from the "Units Billed" column on the MY NDSS client registration screen or Form 363, Output Report provided.
- B. ENTERS the unit rate of the service provided.
- C. ENTERS total reimbursement amount. Multiply amounts in Item A times (\times) the unit rate in Item B = total reimbursement amount in Item C ($A \times B = C$).
- D. ENTERS number of units provided the client the review month from the "time in/time out" column of the Daily Attendance Record.

One unit of service = three hours but less than six hours.

Two units of service = six hours or more.

If days of service are left blank on the Daily Attendance Record, DHS reviews the Daily Transportation Record to verify date of services.

If the Daily Attendance Record is not available or the client is not listed on the form, DHS reviews the Daily Transportation Record to determine units provided.

E. ENTERS the difference between units reimbursed and units provided.

SUBTRACTS units in Item D from units in Item A = units overbilled in Item E ($A - D = E$).

If total of units entered in Item D is the same as units entered in Item A, ENTERS -0-.

If daily time in/time out times do not total units reimbursed the facility, DHS reviews the Daily Transportation Record form to determine if pick-up/drop-off time(s) were accurately transferred to the Daily Attendance Record form. If pick-up/drop-off times were inaccurately transferred to the Daily Attendance Record form and daily/weekly/monthly units equal units reimbursed, no recoupment is made.

If daily/weekly/monthly units reimbursed do not total units provided because entries and/or corrections on the Daily Attendance Record form or Daily Transportation Record form are illegible or because the date of service is left blank on the Daily Attendance Record form and the date cannot be verified elsewhere on the same form or on the Daily Transportation Record form, DHS recoups 100% of the overbilled units.

F. ENTERS the unit rate for service code.

G. ENTERS the total to be recouped from the facility.

MULTIPLIES total units overbilled in Item E times the unit rate in Item F = total recoupment in Item G ($E \times F = G$).

Recoupment

Example: The facility was reimbursed 44 units and only 34 units were documented on Daily Attendance Record form/Daily Transportation Record form. Recoup \$126.80. $[(44 - 34 = 10 \text{ units}) \times \$12.68 = \$126.80.]$

If the facility was reimbursed for more units than provided (documented), the facility must submit negative bills (by client) to offset the difference between units reimbursed and units provided. Do not recoup if at the time of review, the provider agency has documentation that indicates the agency has negative billed. This does not mean the negative claim should have already processed. It simply means the facility has already taken steps to correct the overbill.

The facility must submit to the contract manager/reviewer a copy of MY 363 output report to verify negative billing within 60 calendar days of the exit conference. If the facility waives its

right to the exit conference, the facility must submit documentation to the contract manager within 60 days of the pre-exit conference.

DHS recoups monies if:

- Daily Attendance Record form/Daily Transportation Record form is missing for any period (during the review month) for which services are reimbursed, or
- units reimbursed exceed units provided (documented), or
- the client did not receive services, or
- if the monthly number of units reimbursed the facility do not total the monthly number of units provided (documented) because entries and/or corrections on the Daily Attendance Record or Daily Transportation Record forms are illegible and cannot determine units provided, or
- the dates of service were left blank on the Daily Attendance Record form and the date cannot be verified elsewhere on the same form or on the Daily Transportation Record form.

DHS does not recoup if the facility overbilled for services and the facility has documentation that indicates that the facility has already corrected the discrepancy.

ADMINISTRATIVE ERRORS STANDARD

Administrative Errors

§98.210(a) — Administrative errors include, but are not limited to, the following:

- (1) The facility enters a date of signature on the Texas Department of Human Services' (DHS's) Daily Attendance Record form that is before the date of the last day services are provided. DHS applies the error to the total number of units reimbursed after the signature date.
- (2) The facility fails to sign DHS's Daily Attendance Record Form and the signature can be verified on DHS's Daily Transportation Record form. DHS applies the error to the total number of units reimbursed on the unsigned form.

Notes:

- The last page of the sequence of the reporting period (week ending) must be signed. Do not apply an administrative error if the last page of the reporting period is signed and dated but not sequentially numbered. The reporting period usually consists of five days (Monday through Friday). For facilities that use substitute daily attendance records in which the reporting period is one day (instead of one week), the last page of the reporting period (which is one day) must be signed and dated. If the last page of the attendance record is not sequentially numbered and not signed, apply administrative error #2 to the units reimbursed for the:

- week without the signature if the attendance record period is for a week; or
- day without the signature if the substitute attendance record is for a day.
- If neither the attendance or transportation record forms are signed, DHS applies an administrative error.

(3)

The facility fails to list the client on DHS's Daily Attendance Record form but the client was listed on DHS's Daily Transportation Record form. DHS applies the error to the total number of units reimbursed for the period the client was left off the attendance record form.

(4)

The facility completes the total units of service column and leaves the time in and time out columns blank of DHS's Daily Attendance Record form, but the time in and time out can be verified on DHS's Daily Transportation Record form. DHS applies the error to the total number of units reimbursed in which the time in time out days were left blank.

Note: DHS's staff does not apply an administrative error if the Total Units of Service column is blank but Time In and Time Out columns are completed on DHS's Daily Attendance Record form.

(5)

The facility leaves the days of service blank on DHS's Daily Attendance Record form but the days of service can be verified elsewhere on the form or on DHS's Daily Transportation Record form. DHS applies the error to the total number of units reimbursed for the days left blank.

Note: If the days of service cannot be verified elsewhere on the Daily Attendance Record or Daily Transportation Record, DHS recoups for the total reimbursed amount.

(6)

The facility fails to enter a date of signature on DHS's Daily Attendance Record form to certify total number of units provided to the client. DHS applies the error to the total number of units reimbursed on the undated form.

Note: The last page of the sequence of the reporting period (week ending) must be dated. The form must be dated on or after the last day of services. Do not apply an administrative error if the last page of the reporting period is signed and dated but not sequentially numbered. See administrative error #2 for a definition of a reporting period. If the last page of the sequence is not dated, apply administrative error #6 to the number of units reimbursed for the:

- week without the date of signature if the attendance record is for one week; or
- day without the date of signature if the substitute attendance record is for a day.

(7)

- The facility corrects the date of signature on DHS's Daily Attendance Record form, but fails to initial the correction. DHS applies the error to the number of units reimbursed after the earliest signature date.
- (8) The facility uses signature stamp, but fails to initial the stamped signature. DHS applies the error to the total number of units reimbursed on the signature stamped form.
- (9) The facility makes an illegible entry or illegible correction to any portion of record of time of DHS's Daily Attendance or Daily Transportation Record form. DHS applies the error to the total number of units reimbursed for the days in which entries are illegible.
- (10) The facility completes DHS's Daily Attendance or Daily Transportation Record form in pencil. DHS applies the error to the total number of units reimbursed that were completed in pencil.
- (11) The facility uses liquid paper or correction fluid to correct an entry in DHS's Daily Attendance or Daily Transportation Record form. DHS applies the error to the total number of units reimbursed that were corrected for the billing period.

§98.210(d) — An exception of 12% of the paid unit rate is the administrative portion applied to the unit of service.

Intent

To ensure the facility has no errors in documentation of service delivery.

Resource Documents

[Form 3683](#), Daily Attendance Record, for the review month to determine if the service delivery record was completed accurately/correctly. Substitute forms must be approved by DHS.

[Form 3682](#), Daily Transportation Record, if the service delivery record was not completed accurately/correctly (and the Daily Transportation Record form is used as a secondary document).

When using the Daily Transportation Record form as a secondary document, DHS reviews the secondary document for administrative errors. The error is applied to the record form used to verify services provided.

[Form 3686](#), DAHS Administrative Errors Standard, to evaluate this standard.

Guidelines

DHS will be evaluating the Administrative Errors Standard to determine if the facility has errors in documentation of service delivery. Administrative exceptions result in recoupment of 12% of the unit rate for each client listed on the erroneous form.

DHS will be reviewing each attendance record (and transportation record if attendance record has missing information) to determine if the facility has errors in documentation of service delivery. Although you will be identifying ALL documentation errors per attendance record, when determining amount to be recouped, you will only recoup against the administrative error with the most (highest) units in error per attendance record. The attendance period is usually a week reporting period which usually consists of five days (Monday through Friday). Do not recoup if the facility has legibly corrected an error on the Time In/Time Out portion of the daily attendance record before the fiscal monitoring review. Additionally, do not recoup if the facility uses old Form 3682, Daily Transportation Record, which includes a date of signature and the form is not dated.

Examples:

- A. If timekeeper fails to sign the attendance record, the facility must reimburse DHS for all units reimbursed (for all clients listed) on the unsigned attendance record.
- B. However, if the facility fails to enter a day of service on the attendance record but this date appears on the transportation record, the facility must reimburse DHS only for the units reimbursed for the day left blank. In Item B, recoupment is significantly less than in Item A. Therefore, you would recoup against the error with the most (highest) units in error which would be Item A (for all units reimbursed for clients listed on the attendance record).

Monitoring Procedures

DHS completes one Form 3686, DAHS Administrative Errors Standard, for each client in the sample.

To determine if the facility has any errors in documentation of service delivery, DHS completes Form 3686 as follows:

- A. If an administrative error is identified, ENTERS the attendance record reporting period (week ending) in which the error occurred and the number of units the exceptions applies to.
- B. IDENTIFIES the administrative error with the (highest) units in errors, COUNTING only the highest unit (by error) per attendance record reporting period (week ending). ADDS the total units to be recouped for the review month.
- C. ENTERS the total amount to be recouped for the client for the review month. (Units to be recouped times (×) Unit Rate times (×) 12%).

Example:

Daily Attendance Record was reviewed for the month of February 1997. February has 28 days. The date of signature on the Daily Attendance Record was February 27, 1997. Services were provided through February 28. (The form must be dated on or after the last day services were provided). The client attended the facility seven hours on February 28. The facility was reimbursed for 40 units. Apply an exception of 12% for 2 units for services provided on February 28, the day after the form was signed. ($\$12.68/\text{unit} \times 2 \text{ units} = \$25.36 \times 12\% = \$3.04$.) The facility must reimburse the department \$3.04.

Recoupment

Clients listed on sample.

If the facility was found to have administrative errors in its documentation for clients listed on the sample, the agency must reimburse DHS for these errors.

Examples

Example 1 demonstrates how an error is applied for a sample client listed on an erroneous form.

Example 1: The Daily Attendance Record was reviewed for the month of October 1996. The date of signature on the Daily Attendance Record forms for the week of October 21 - 25, 1999, was October 23, 1999. According to §98.210, under Administrative Errors, the form must be dated on or after the last day services were provided. Seventeen clients were listed on the form and were each provided two units a day. Only one client on the form was in the sample. The facility was reimbursed 170 units for clients listed in the form. DHS applies an exception of 12% (for the one client in the sample) and two units/day for two days (number of days after the last day services were provided).

$\$12.68/\text{unit} \times 2 \text{ units} = \$25.36 \times 12\% = \$3.04 \times 2 \text{ days} = \6.08 . The facility must reimburse the department \$6.08.

Clients outside of sample.

DHS also applies administrative errors to all clients who were listed on the erroneous form (see Example 2) but were not on the sample. The contract manager completes a separate Form 3686 for non-sample clients. Results are summarized on separate pages 1, 2, and 3 of Form 3687. The contract manager checks the "Other" box under Reason for Review on Form 3687.

Example 2 demonstrates how DHS takes exceptions for clients not included in the sample but included on the erroneous form.

Example 2: The Daily Attendance Record was reviewed for the month of October 1996. The date of signature on Form 3683 for the week of October 21 - 25, 1999, was October 23, 1999. According to §98.210, under Administrative Errors, the form must be dated on or after the last day services were provided. Seventeen clients were listed on the form and were provided two units a day. Only one client on the form was in the sample. The facility was reimbursed 170 units

for clients listed in the form. DHS applies an exception of 12% (for 16 clients included on the form) two units/day for two days (number of days after the last day services were provided).

$\$12.68/\text{unit} \times 2 \text{ units} = \$25.36 \times 12\% = \$3.04 \times 2 \text{ days} = \$6.08 \times 16 \text{ clients} = \97.28 . The facility must reimburse the department \$97.28.

The facility must submit to DHS two separate checks for administrative errors identified — one for clients on the sample and one for clients outside of the sample.

To ensure the facility is given proper credit for the recoupment amount, the facility must attach a copy of Form 3687–Pages 1, 2, and 3 (if appropriate) with the check. The check must be received by DHS within 30 calendar days of the exit conference or pre-exit conference if the exit conference is waived.

FACILITY OPERATING STANDARD REQUIREMENTS: LICENSE CAPACITY

§98.211(b)(3) — The facility is not entitled to payment if the facility exceeded its license capacity.

§98.212(b) —; The Texas Department of Human Services (DHS) can deny and recoup funds from a facility for the days it exceeded its licensed capacity. The amount denied or recouped is two units of service (regardless of the number of units actually provided) for every individual (client, applicant, private pay, etc.) that exceeded the facility license capacity.

Intent

To ensure the facility did not jeopardize the health/safety of clients by exceeding its licensed capacity.

Resource Documents

Facility license to determine the facility's licensed capacity.

Forms 3683, Daily Attendance Record, or approved substitute forms, for the review month to determine the number of individuals at the facility.

Other attendance records used by the facility to document attendance by private pay individuals.

Guidelines

Before arriving at the site, DHS may want to obtain the license capacity from the DAHS contract file.

DHS will be reviewing for a randomly selected week. The week consists of five days, Monday through Friday.

If a holiday falls in the week and the facility was

- open on the holiday, review the week.
- closed on the holiday, select another week that includes five days. The selected week may be the week before or after the review week.

If the facility is not at 100% compliance for the randomly selected week, DHS expands the review to the review month.

To determine if the facility is in compliance with the License Capacity Standard (using the facility's Daily Attendance Records, DHS completes page 3 of Form 3687, Provider Agency Findings of Fiscal Monitoring Review, as follows:

- A. Enters month, day, and year of week being reviewed.
- B. Reviews the facility's license to determine license capacity. If the facility's licensed client capacity changed during the review period, DHS notes the date of the change and review each period as appropriate according to license capacity. Determines the client capacity for each day in the review week.
- C. Reviews Daily Attendance Records for each day of the review week. Counts the number of unduplicated individuals in the facility (DHS and private pay) and enters the number for each day of the review week.
- D. Compares the number of unduplicated clients in Item B from the facility license capacity in Item A to determine if the facility exceeded license capacity during the review week. Enters the number of individuals the facility exceeded license capacity by in Item C. If none, enters 0.

If the facility exceeded license capacity for any day in the random week, DHS determines if any clients that attended the facility in the morning were substituted by other clients in the afternoon thereby causing a duplication in numbers.

If the documentation still indicates that the facility exceeded its license capacity, DHS reviews the entire month. DHS determines the number of individuals exceeding license capacity during each day of the review month.

- E. Enters the total number of clients the facility was over capacity during the review month in Item E. Recoups for any days the facility exceeded its license capacity during the review month. The amount recouped is two units of service for every individual (DHS client and private pay) that exceeded license capacity.

Example: In August 1996, a facility was over capacity by six individuals per day for three days. (The amount recouped is two units for every individual over capacity). DHS recoups \$456.48 (6 persons × 3 days × 2 units × \$12.68 = \$456.48).

The facility must submit to DHS a check for the recoupment amount. The check must be received by DHS within 30 calendar days of the exit conference.

Facilities must keep the documentation of payment of errors for future use.

[File viewing information.](#)

Appendix Deleted from Provider Manual