Community Mental Health for Central Michigan

Audit

GENERAL INFO

AUDIT TYPE
Site Review - FY 27 (ABA/OPT/CLS/Employment)

AUDIT ID
960

AUDIT DATE
10/27/2026

PROVIDER

Test Direct Provider
301 South Crapo Street
Mt Pleasant, MI 48858-2941

AUDIT STAFF

No Audit Staff Exist

PROVIDER CONTACTS

No Provider Contacts Exist

COMMENTS

1.IPOS TRAINING RECORDS

Review a sample of consumers served with provider and ensure appropriate IPOS training records are completed.

REFERENCE INFORMATION
MPM

☐ Not Applicable

2.PRIOR SITE REVIEW CONCERNS

Note any citations or concerns from the previous years site review.

REFERENCE INFORMATION

☐ Not Applicable

1.TRAINING

Review that provider/applicable staff have been trained on treatment plans

REFERENCE INFORMATION
CMHCM Provider Handbook

☐ Not Applicable

2.CONSUMER DOCUMENTATION

Ensure that providers have necessary information to serve consumers (guardianship documentation, release of information, etc.).

REFERENCE INFORMATION
MCL 330.1746, R400.14301 (4), MA Manual, BT Technical Requirement, R400.14309, HIPAA

☐ Not Applicable

1.RECIPIENT RIGHTS POSTER AND BOOKLET

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Not to be disclosed further unless consistent with the authorized purpose for which the information was released

Recipient Rights poster and rights booklet is in conspicuous location for recipients, staff, and visitors. List the CMHs and name(s) of Rights Staff observed on the posters.

REFERENCE INFORMATION
MCL - Section 330.1754

☐ Not Applicable

2.ABUSE AND NEGLECT POSTERS
Abuse and Neglect reporting posters are posted and visible in a conspicuous location for recipients, staff, and visitors

REFERENCE INFORMATION
MCL - Section 330.1722. MPM.

☐ Not Applicable

3.GRIEVANCE AND APPEALS PROCESS
Provider is aware of where to direct Medicaid consumer with grievance and appeals process as appropriate. Evidenced via discussion with provider on site.

REFERENCE INFORMATION
Mental Health Code 330.1754(6)(f); Medicaid Manual, General Info., Page 3; CMHCM Provider Manual, Policy 02.01.11

☐ Not Applicable

4.EMERGENCY NUMBERS
Emergency Numbers are posted in a conspicuous location for recipients, staff, and visitors

REFERENCE INFORMATION
R 400.14318 (Rule 318). CMHCM Provider Manual.

☐ Not Applicable

5.MENTAL HEALTH CODE
Look for print or electronic copies of Chapter 7 and 7A (Recipient Rights section) of the Mental Health Code (MHC), and that they are easily accessible to staff.

REFERENCE INFORMATION
Chapter 7 of MHC

☐ Not Applicable

6.ORR - ACCESS TO COMPLAINT FORMS
Complaint forms are readily available.

REFERENCE INFORMATION
7.100.006 Recipient Rights, General Administration, General Rights

☐ Not Applicable

7.ORR - CONSUMERS KNOW HOW TO FILE COMPLAINTS
Recipients know how to file a complaint, with whom, and where complaints forms are located

REFERENCE INFORMATION
7.100.006 Recipient Rights, General Administration, General Rights

☐ Not Applicable

8.ORR - STAFF KNOW HOW TO FILE COMPLAINTS
Staff know where complaint forms are to be found, how to file a complaint and with whom. Identified by asking 2 staff.

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REFERENCE INFORMATION
CMHCM Provider Network Manual; CMHCM Policies: 3.500.002 Provider Site Review / 4.000.000 Human Resource Practices / 7.100.006 Recipient Rights, General Administration, General Rights

☐ Not Applicable

9.INCIDENT REPORTING
Incident reports are completed in entirety. 5.1a Prevention Strategy was addressed in the incident report. Request log of incident reports and select a sample to review. Indicate the number of IRs reviewed.

REFERENCE INFORMATION
PIHP/MDHHS Contract 6.1, Critical Incidents; Medicaid Provider Manual Section 10.4; CARF I.H.9, I.H.10.b.(3-5); R 400 14209; R 400 14307

☐ Not Applicable

10.SPECIALIZED CARE NEEDS
If individuals have specialized needs, are staff trained on how to support this population? Is site able to accommodate specialized care needs?

REFERENCE INFORMATION
7-300-003 Recipient Rights Policy, Provider Network Manual

☐ Not Applicable

11.EXCLUDED ITEMS
Any excluded items are made known to consumers/residents. Excluded items are in line with current HCBS guidelines.

REFERENCE INFORMATION
State of Michigan ORR tool

☐ Not Applicable

12.CONFIDENTIALITY
Records and other confidential information are secured and not open for public inspection

REFERENCE INFORMATION
State of Michigan ORR tool

☐ Not Applicable

13.ACCOMODATIONS
Appropriate accommodations are made for persons with physical disabilities

REFERENCE INFORMATION
Recipient Rights Policy, Provider Network Manual; 7-300-003.

☐ Not Applicable

1.EXITS/HALLWAYS/STAIRWELLS ARE CLEAN, UNCLUTTERED, AND UNOBSTRUCTED
Site is free of fall hazards and items obstructing freedom of movement

REFERENCE INFORMATION
Provider Network Manual

☐ Not Applicable

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2.SMOKE ALARMS, FIRE EXTINGUISHERS, AND CO2 ALARMS ARE PRESENT AND IN WORKING CONDITION

REFERENCE INFORMATION
Provider Network Manual

☐ Not Applicable

3.THE PREMISES IS FREE OF INSECTS, RODENTS, OR OTHER PESTS

REFERENCE INFORMATION
Provider Network Manual

☐ Not Applicable

4.THE PREMISES IS FREE OF MOLD

REFERENCE INFORMATION
Provider Network Manual

☐ Not Applicable

5.PARKING LOTS, SIDE WALKS, DRIVEWAYS ARE IN GOOD CONDITION

REFERENCE INFORMATION
Provider Network Manual

☐ Not Applicable

6.BUILDING STRUCTURE IS IN GOOD CONDITION
Roof, walls, ceilings, floors, etc., are all in good working condition

REFERENCE INFORMATION
Provider Network Manual

☐ Not Applicable

Showing 4 of 4 Section Scores

Section	Section Score	Possible Score	Percent
Desk Audit	0.00	4.00	0.00%
Question / Sub Title	Question Score	Possible Score	Percent
IPOS Training Records Review a sample of consumers served with provider and ensure appropriate IPOS training records are completed.	0.00	2.00	0.00%
Prior Site Review Concerns Note any citations or concerns from the previous years site review.	0.00	2.00	0.00%
Section Score:	**0.00**		
Possible Score:		**4.00**	
Percent:			**0.00%**
Onsite Documentation Review	0.00	4.00	0.00%
Question / Sub Title	Question Score	Possible Score	Percent
Training	0.00	2.00	0.00%

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Review that provider/applicable staff have been trained on treatment plans			
Consumer Documentation Ensure that providers have necessary information to serve consumers (guardianship documentation, release of information, etc.).	0.00	2.00	0.00%
Section Score:	**0.00**		
Possible Score:		**4.00**	
Percent:			**0.00%**

Site Review - Recipient Rights	0.00	26.00	0.00%
Question / Sub Title	Question Score	Possible Score	Percent
Recipient Rights Poster and Booklet Recipient Rights poster and rights booklet is in conspicuous location for recipients, staff, and visitors. List the CMHs and name(s) of Rights Staff observed on the posters.	0.00	2.00	0.00%
Abuse and Neglect Posters Abuse and Neglect reporting posters are posted and visible in a conspicuous location for recipients, staff, and visitors	0.00	2.00	0.00%
Grievance and Appeals Process Provider is aware of where to direct Medicaid consumer with grievance and appeals process as appropriate. Evidenced via discussion with provider on site.	0.00	2.00	0.00%
Emergency Numbers Emergency Numbers are posted in a conspicuous location for recipients, staff, and visitors	0.00	2.00	0.00%
Mental Health Code Look for print or electronic copies of Chapter 7 and 7A (Recipient Rights section) of the Mental Health Code (MHC), and that they are easily accessible to staff.	0.00	2.00	0.00%
ORR - Access to Complaint Forms Complaint forms are readily available.	0.00	2.00	0.00%
ORR - Consumers know how to file complaints Recipients know how to file a complaint, with whom, and where complaints forms are located	0.00	2.00	0.00%
ORR - Staff know how to file complaints Staff know where complaint forms are to be found, how to file a complaint and with whom. Identified by asking 2 staff.	0.00	2.00	0.00%
Incident Reporting Incident reports are completed in entirety. 5.1a Prevention Strategy was addressed in the incident report. Request log of incident reports and select a sample to review. Indicate the number of IRs reviewed.	0.00	2.00	0.00%
Specialized Care Needs If individuals have specialized needs, are staff trained on how to support this population? Is site able to accommodate specialized care needs?	0.00	2.00	0.00%
Excluded Items Any excluded items are made known to consumers/residents. Excluded items are in line with current HCBS guidelines.	0.00	2.00	0.00%
Confidentiality Records and other confidential information are secured and not open for public inspection	0.00	2.00	0.00%
Accomodations Appropriate accommodations are made for persons with physical disabilities	0.00	2.00	0.00%
Section Score:	**0.00**		
Possible Score:		**26.00**	
Percent:			**0.00%**

Health and Safety Review - Site Visit	0.00	12.00	0.00%
Question / Sub Title	Question Score	Possible Score	Percent
Exits/hallways/stairwells are clean, uncluttered, and unobstructed	0.00	2.00	0.00%

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Site is free of fall hazards and items obstructing freedom of movement			
Smoke alarms, fire extinguishers, and CO2 alarms are present and in working condition	0.00	2.00	0.00%
The premises is free of insects, rodents, or other pests	0.00	2.00	0.00%
The premises is free of mold	0.00	2.00	0.00%
Parking lots, side walks, driveways are in good condition	0.00	2.00	0.00%
Building structure is in good condition Roof, walls, ceilings, floors, etc., are all in good working condition	0.00	2.00	0.00%
Section Score:	**0.00**		
Possible Score:		**12.00**	
Percent:			**0.00%**

Audit Score:	**0.00**		
Possible Score:		**46.00**	
Percent:			**0.00%**

GENERAL INFO

COMPLETION DATE

FINDINGS

RECOMMENDATIONS

SUMMARY

SIGNATURES

AUDITOR SIGNATURE / CREDENTIALS _____ DATE _____

SUPERVISOR SIGNATURE / CREDENTIALS _____ DATE _____

ADDITIONAL STAFF SIGNATURE / CREDENTIALS _____ DATE _____

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