

Harbor Regional Center

Targeted Case Management and Nursing Home Reform Monitoring Report

Conducted by: Department of Developmental Services

Review Dates: July 7–18, 2025



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SECTION I: TARGETED CASE MANAGEMENT

Forty-three records of individuals supported by Harbor Regional Center (HRC), containing 3,688 billed units, were reviewed for the review period of April 1, 2024, through March 31, 2025, to ensure that the regional center is in compliance with the Federal and State laws and regulations and the Centers for Medicare & Medicaid Services' guidelines relating to the provision of Targeted Case Management (TCM).

The sample records were 100 percent in compliance for criterion 1 (TCM service and unit documentation matches the information transmitted to the Department), 99 percent in compliance for criterion 2 (TCM service documentation is consistent with the definition of TCM service), and 100 percent in compliance for criterion 3 (TCM service documentation identifies the individual who wrote the note and the date the note was completed).

Findings

Criterion 2: The sample of 43 records contained 3,688 billed TCM units. Of this total, 3,687 (99 percent) of the units contained descriptions that were consistent with the definition of TCM services.

Recommendation	Regional Center Plan/Response
HRC should ensure that the time spent on the identified activity that is inconsistent with TCM claimable services (sent separately) is reversed.	Harbor entered a deletion to reverse the claim the last week of October 2025. Unfortunately, the entry was deleted by accident and therefore, did not transmit. It will be re-entered back into the system on 12/22/25 and transmitted. Harbor will continue to train staff on determining billable documentation vs non-billable documentation.

SECTION II: NURSING HOME REFORM

A sample of 10 records of individuals who were referred to HRC for the Pre-Admission Screening/Resident Review (PAS/RR) program were reviewed for the period of April 1, 2024, through March 31, 2025 to ensure that the regional center is in compliance with the Centers for Medicare & Medicaid Services' guidelines relating to Nursing Home Reform (NHR) to determine whether an individual in a nursing facility with suspected developmental disabilities, has a developmental disability and requires specialized services.

The 10 sample records were 100 percent in compliance for criterion 1 (records contained a copy of the PAS/RR Level I form, or NHR automated printout), criterion 2 (records of individuals served contained a PAS/RR Level II document or written documentation responding to the Level I referral), and criterion 3 (The billing information for the 10 sample of individuals served had been entered into the AS 400 computer system and electronically transmitted to the Department).

Findings

None