

Rating Level	Proposed Rating Process by Program Type – Current State, OECOSL Policies as required by the RFP
Increase and Maintenance Level 2 Visits All Auspices	<ol style="list-style-type: none"> <li>1. <i>Contact provider to schedule visit within 48 hours using provider’s preferred method of contact</i></li> <li>2. <i>Schedule rating visit within 30 calendar days from request</i></li> <li>3. <i>Send confirmation letter with rating visit overview and document information</i></li> <li>4. <i>Review CCIS to ensure provider “in good standing” with licensing</i></li> <li>5. <i>Conduct visit</i> <ol style="list-style-type: none"> <li>a. <i>Provide overview of rating visit</i></li> <li>b. <i>Short tour of site</i></li> <li>c. <i>Observation, interviews, and documentation review</i></li> <li>d. <i>Look for potential major licensing violations</i></li> <li>e. <i>Complete Level 1 and Level 2 checklists of the applicable auspice using Wireless Webforms</i></li> <li>f. <i>Discuss rating results with provider</i> <ol style="list-style-type: none"> <li>i. <i>Level recommendation OR</i></li> <li>ii. <i>Insufficiency Report</i></li> </ol> </li> <li>g. <i>Discuss Customer Service Satisfaction Survey</i></li> <li>h. <i>Discuss appeals process</i></li> </ol> </li> <li>6. <i>Email Rating Results, Survey, and Appeals Process to program</i></li> <li>7. <i>Sync rating visit data with CCIS within 24 hours</i></li> </ol>
Increase and Maintenance Level 3 Visits All Auspices	<ol style="list-style-type: none"> <li>1. <i>Contact provider to schedule visit within 48 hours using provider’s preferred method of contact</i></li> <li>2. <i>Schedule rating visit within 30 calendar days from request</i></li> <li>3. <i>Send confirmation letter with rating visit overview and document information</i></li> <li>4. <i>Review CCIS to ensure provider “in good standing” with licensing</i></li> <li>5. <i>Conduct visit</i> <ol style="list-style-type: none"> <li>a. <i>Provide overview of rating visit</i></li> <li>b. <i>Short tour of site</i></li> <li>c. <i>Observation, interviews, and documentation review</i></li> <li>d. <i>Look for potential major licensing violations</i></li> <li>e. <i>Complete Level 1, Level 2, and Level 3 checklists of the applicable auspice using Wireless Webforms</i></li> <li>f. <i>Discuss rating results with provider</i> <ol style="list-style-type: none"> <li>i. <i>Level recommendation OR</i></li> <li>ii. <i>Insufficiency Report</i></li> </ol> </li> <li>g. <i>Discuss Customer Service Satisfaction Survey</i></li> <li>h. <i>Discuss appeals process</i></li> </ol> </li> <li>6. <i>Email Rating Results, Survey, and Appeals Process to program</i></li> <li>7. <i>Sync rating visit data with CCIS within 24 hours</i></li> </ol>
Increase and Maintenance Level 4 Visits All Auspices	<ol style="list-style-type: none"> <li>1. <i>Contact provider to schedule visit within 48 hours using provider’s preferred method of contact</i></li> <li>2. <i>Schedule rating visit within 30 calendar days from request</i></li> <li>3. <i>Send confirmation letter with rating visit overview and document information</i></li> <li>4. <i>Review CCIS to ensure provider “in good standing” with licensing</i></li> <li>5. <i>Conduct visit</i> <ol style="list-style-type: none"> <li>a. <i>Provide overview of rating visit</i></li> <li>b. <i>Short tour of site</i></li> <li>c. <i>Observation, interviews, and documentation review</i></li> <li>d. <i>Look for potential major licensing violations</i></li> <li>e. <i>Complete Level 1, Level 2, Level 3, and Level 4 checklists of the applicable auspice using Wireless Webforms</i></li> <li>f. <i>Discuss rating results with provider</i> <ol style="list-style-type: none"> <li>i. <i>Level recommendation OR</i></li> <li>ii. <i>Insufficiency Report</i></li> </ol> </li> <li>g. <i>Discuss Customer Service Satisfaction Survey</i></li> </ol> </li> </ol>

	<p><i>h. Discuss appeals process</i></p> <p>6. <i>Email Rating Results, Survey, and Appeals Process to program</i></p> <p>7. <i>Sync rating visit data with CCIS within 24 hours</i></p>
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