STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory Iowa

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Process for Investigations of Complaints and Monitoring

The State has in effect the following process for investigating complaints of violations of requirements by nursing facilities and monitors onsite on a regular, as needed basis, a nursing facility's compliance with the requirements of subsection (b), (c), and (d) for the following reasons:

(i) the facility has been found not to be in compliance with such requirements and is in the process of correcting deficiencies to achieve such compliance;

(ii) the facility was previously found not to be in compliance with such requirements and has corrected deficiencies to achieve such compliance, and verification of continued compliance is indicated; or

(iii) the State has reason to question the compliance of the facility with such requirements.

All allegations of noncompliance with regulations are investigated by the Department of Inspections and Appeals, Division of Health Facilities. Complaints are logged upon receipt. Supervisory staff determine priority of the investigations based on the nature of the allegation. All complaints must be investigated within 20 working days after receipt according to State law. Complaints may be submitted anonymously.

Complaint investigations are conducted on-site and follow procedural guidelines for the OBRA survey process. All persons with knowledge of the incident are interviewed unless they cannot be located or contacted after repeated attempts to do so. The facility is notified of any substantiated complaints and must submit a plan of correction with the date by which correction will be accomplished.

Revisits are scheduled after the correction date identified by the facility. If correction has not been made within 90 days after the survey, the facility receives notice of denial of payment for new Medicaid admissions. A subsequent revisit(s) is conducted when the facility provides notice they are in compliance.

Monitoring in any facility is conducted if there is reason to believe that the facility will not continue to comply with regulations. Frequency of the monitoring schedule is determined by the seriousness of the violation and the facility's compliance history.