

Welcome!

We're excited to share the latest news and updates regarding our clinical and quality programs as well as ways to stay connected with our organization. Be sure to visit our website, including our dedicated [provider page](#) for more information!



Mission: To offer long-term care choices that promote independence, dignity and a high quality of life for the elderly members of our community.

Vision: To be best practice in care, service, and quality—assuring financial health and growth that results in being a PACE leader in the state of Michigan and nationally.

Quality Program Updates

Our Quality Improvement Program is designed to uphold our mission, vision, and values and reflect a commitment to provide reliable, safe, accessible, cost-effective, and high-quality healthcare services to our participants. Below are updates highlighting the current work of our team:

Quality & Compliance

- We continue to manage our Quality and Compliance Work Plans along with our organizational quality and compliance initiatives. Through our initiatives, we've accomplished the following:
 - Improved transportation timeliness to 90%
 - Ensured 100% compliance with tuberculosis (TB) testing/screening for staff, participants, contracted agency staff, and specialty providers as required by CMS regulations.
- We continue to monitor the CMS Preclusion List, OIG, and CMS alerts regarding providers who've surrendered their DEA licensure. We remain 100% compliant with no pharmaceutical PDE claims or any other claims from entities considered precluded from receiving payment from Medicare.

MDHHS Audit

- We completed a successful audit with the State of Michigan in July.
- We audited 17 elements including personnel, infection control, dietary services, clinical services, transportation, quality, compliance, and more.
- We received one finding related to all staff receiving CPR training prior to working independently with a participant; corrective action was implemented in August.



Clinical News & Updates

Provider Attestation Letters

- Annual provider attestation letters will be sent out via email in December 2024. These letters are an essential part of our compliance monitoring process to ensure that providers meet the requirements set forth by CMS and MDHHS for our organization. Thank you for your continued commitment to maintaining compliance with regulatory standards.

Partnering Provider Requirements

- Providers partnering with Care Resources PACE must have a current license and meet various requirements, including complying with our Quality Improvement Program. We ask that providers review all requirements outlined on the [Care Resources PACE Provider Manual](#) and contact us with any questions.

CMS Audit

- We received our engagement letter from CMS in mid-August. The audit is still in progress, however, we anticipate it to wrap up by the end of this year.
- The audit focused on the provisions of services provided by PACE staff and contracted providers. Compliance was ensured with all ordered, authorized, and care planned services provided onsite at the PACE center or at an external provider facility.
- We continue to work closely with our contracted providers through our agreements which provide the highest quality of care and service to our participants.

Care Resources PACE Primary Care Team

- James Chiavaras, Medical Director
- Mary Pell, DO
- Rebecca Wolfe, MD
- Larry Sluiter, PA
- Laura Hall, NP, Associate Clinical Director
- Delphia Croff, NP
- Melanie Veach, NP



Network of Providers

We have a diverse network of providers in our service area to care for our participants. View our Directory of Specialty Providers [here](#).

Stay Connected

Call the office to discuss enrollment or if you have any questions. We're available Monday-Friday from 8:00 AM-4:30 PM (after hours and on weekends, there will be a nurse, physician, and social worker on call): 800.610.6299 • TTY 711

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