



Michael R. Pence, Governor
State of Indiana

Division of Disability and Rehabilitative Services
402 W. WASHINGTON STREET, P.O. BOX 7083
INDIANAPOLIS, IN 46207-7083
1-800-545-7763

TO: All Division of Disability and Rehabilitative Services Providers
FROM: Anne Davis, Director, Bureau of Quality Improvement Systems
RE: Bureau of Quality Improvement Systems (BQIS) Quality Vendor
DATE: April 25, 2014

For the last six years, Liberty of Indiana has been contracted to conduct reviews on the behalf of the Division of Disability and Rehabilitative Services' (DDRS) Bureau of Quality Improvement Systems (BQIS). In accordance with the requirements of the Indiana Department of Administration (IDO), at the end of the allowable contract period a competitive bid process took place. Through that process, Advocare, LLC was awarded the quality vendor contract for BQIS. Advocare's contract activities began on April 1, 2014. Over the next 60 days, Liberty of Indiana will phase out their involvement in the quality processes and Advocare will phase in. The only change providers should notice during this period of time is a change in the personnel conducting the activities; the activities themselves will not change at this point. A brief timeline of the transition is provided below for your reference.

Transition Activities	
April 1	Start date of Advocare contract
April 9	Advocare assumed responsibilities of the National Core Indicator (NCI) interviews
April 15	Advocare assumed responsibility for work related to incident reports
May 1	<ul style="list-style-type: none">• Advocare assumes responsibility for all new complaints• Liberty will continue working on open complaints• Advocare assumes responsibility for conducting CERT reviews• Advocare and Liberty share responsibility for mortality reviews
May 16	Advocare assumes full responsibility for mortality reviews
May 31	Liberty transitions open complaints and CERT reviews to Advocare
June 1	Transition complete; Advocare assumes full responsibility for all BQIS activities

The toll-free Complaints Hotline remains the same: 1-866-296-8322

All issues related to incident reports should be directed to:
Debra Swing, Manager of Clinical Services, Advocare
debra.swing@fssa.in.gov or 260-449-5820

Please feel free to call Anne Davis, at 317-234-1147, with any questions you may have regarding this process.

