

Case Management-Only Agency Office Criteria Requirements						
<p align="center"><i>Policy Manual References:</i></p> <ul style="list-style-type: none"> • Aged & Disabled Waiver (ADW): Section 501.2.2 • Traumatic Brain Injury Waiver (TBIW): Section 512.2 .2 • Intellectual & Developmental Disabilities Waiver (IDDW): Section 513.2.2 						
Agency Name:						
Office Criteria Requirement:	Evidence of Compliance:	Requirement Met?			Reviewer Notes	
1	Office location	Office must be physically located in the state of WV	Yes	No	N/A	
2	ADA requirements for physical accessibility	The agency must meet ADA requirements for physical accessibility (Refer to 28 CFR 36, as amended) including but not limited to:				
		• Maintaining an unobstructed pedestrian passage in the hallways, offices, lobbies, bathrooms, entrance, and exits	Yes	No	N/A	
		• The entrance and exit has accessible handicapped curbs, sidewalks, and/or ramps	Yes	No	N/A	
		• The restrooms have grab bars for convenience	Yes	No	N/A	
		• A telephone is accessible	Yes	No	N/A	
		• Drinking fountains and/or water made available as needed	Yes	No	N/A	
3	Readily identifiable	The physical location must be readily identifiable to the public	Yes	No	N/A	
4	Primary Telephone	The agency must maintain a primary telephone number that is listed with the name and local address of the business. (NOTE: <i>exclusive use of a pager, answering service, a telephone line shared with another business/ individual, facsimile machine, cell phone, or answering machine does not constitute a primary business telephone</i>)	Yes	No	N/A	
5	HIPAA Compliant Email Address	The agency must maintain a Health Insurance Portability and Accountability Act (HIPAA) compliant email address for communication with BMS and the UMC/OA for all staff	Yes	No	N/A	
6	Electronic Devices	The agency has written policies and procedures for the use of personally- and agency-owned electronic devices which includes, but is not limited to:				
		Prohibiting use of personal electronic devices when using personally identifiable information	Yes	No	N/A	
		Prohibiting using public Wi-Fi connections	Yes	No	N/A	
		Informing agency employees that, during the course of an investigation, related information on their personal cell phone is discoverable	Yes	No	N/A	
		Requiring all electronic devices be encrypted	Yes	No	N/A	
7	Computer Access	The agency must, at a minimum, have access to a computer, fax, email address, scanner, and internet	Yes	No	N/A	
		The agency provides computers for staff with HIPAA secure email accounts, UMC web portal access, internet access, and current (within five years) software for spreadsheets	Yes	No	N/A	
8	Database System/Software	The agency must utilize any database system, software, etc., compatible with/approved and/or mandated by BMS	Yes	No	N/A	
9	Office Space	The agency maintains office space that allows for confidentiality of member information and meetings	Yes	No	N/A	
10	Operating Hours	The agency must be open to the public at least 40 hours per week. Observation of state and federal holidays is at the provider's discretion.	Yes	No	N/A	
11	Maintenance of Records	The agency maintains space for securely storing program and personnel records. (Refer to Chapter 100, General Administration and Information and Chapter 300, Provider Participation Requirements for more information on maintenance of records.)	Yes	No	N/A	
12	24-Hour Contact	The agency must maintain a 24-hour/day contact method.	Yes	No	N/A	
13	Electronic/Stamped Signatures	The agency must meet the following basic requirements for any authentication method for electronic and stamped signatures:				
		• Unique to the person who uses it	Yes	No	N/A	
		• Capable of verification	Yes	No	N/A	
		• Under the sole control of the person using it	Yes	No	N/A	
		the signature is invalidated	Yes	No	N/A	