Waiversoft

Qlarant Review Checklist for APD Providers

7 things to have ready before Qlarant calls. **Updated for the July 1, 2026 changes.**

Since July 1, 2026, you have **7 calendar days** to send Qlarant your documents. Anything you send late is scored **Not Met**. Use this checklist now, while you still have time to fix what is missing.

WHAT CHANGED ON JULY 1, 2026

- Desk review: you have 7 calendar days to send your documents. It used to be 14.
- Onsite review: you get the names Qlarant picked 7 days before the visit. It used to be 14.
- The extra 5 hours to send missing documents was removed.
- New standard: service logs must be different from day to day and written about the person. Copy-paste notes are scored Not Met.

HOW THE REVIEW GOES

1. You get a letter saying your review will happen in the next 90 days.
2. A Qlarant reviewer calls you within 30 days of the review date.
3. Within 1 calendar day of that call, you send your full employee list.
4. Within 7 calendar days, you schedule the client interviews and send all your documents. Documents are accepted electronically only, and Qlarant asks for everything in one submission.
5. On the closing call, the reviewer tells you what was missing. You can point to a document you already sent. You can only send a new document if the missing item is an Alert, and then you have 1 hour.

This checklist is a preparation aid and is not an official Qlarant document. The official review tools are at florida.qlarant.com.

CHECKLIST 1: EMPLOYEE LIST (due in 1 day)

- [ ] Every employee and subcontractor working in the region
- [ ] Hire date for each person
- [ ] Services each person provides
- [ ] Whether each person is an employee or a subcontractor
- [ ] Who works with a client that has a behavior plan with reactive strategies
- [ ] Who gives medication or supervises clients taking their own
- [ ] Who drives clients, in their own car or a company vehicle
- [ ] Each person's annual in-service training period

> **Tip:** Qlarant does not accept a printout of your Clearinghouse roster as this list. Keep it in a spreadsheet and update it every time you hire.

CHECKLIST 2: BACKGROUND SCREENING (for each employee)

- [ ] Level 2 screening result from the AHCA Clearinghouse showing the person is eligible
- [ ] The person is on your Clearinghouse roster
- [ ] Affidavit of Good Moral Character, signed and dated
- [ ] Local law enforcement check
- [ ] Screening is current and has not expired

CHECKLIST 3: TRAINING (for each employee)

- [ ] Certificates for every required training, in TRAIN Florida or on file
- [ ] Zero Tolerance
- [ ] Direct Care Core Competencies
- [ ] HIPAA
- [ ] CPR and First Aid
- [ ] HIV/AIDS and infection control
- [ ] Medication administration validation, if the person gives medication
- [ ] Annual in-service hours for the services the person provides
- [ ] Nothing is expired, and nothing expires before your closing call

> **Tip:** Training finished on or after the day your employee list is due is scored as not present. Qlarant can also mark anything that expires before the closing call.

CHECKLIST 4: CLIENT PLANS AND AUTHORIZATIONS (for each client)

- [ ] Current Support Plan from the support coordinator
- [ ] Service authorization for each service, covering every date you billed
- [ ] Implementation plan, if your service requires one, tied to the goals in the Support Plan

CHECKLIST 5: SERVICE LOGS AND BILLING (for each client)

- [ ] A service log for every date you billed in the last 12 months
- [ ] Dates, times and units on the log match the claim
- [ ] Monthly or quarterly summaries and the annual report, if your service requires them

> **Tip:** Qlarant compares 6 months of your claims with your documents. Anything that does not match is listed on your report as a potential billing discrepancy.

CHECKLIST 6: NOTES THAT PASS THE NEW STANDARD

- [ ] Each note is different from the day before
- [ ] The note says what the person did and how they reacted
- [ ] The note says what help the staff gave and how
- [ ] The note mentions the choices the person made
- [ ] The note uses the person's name, and avoids words like “consumer”, “allowed” and “compliant”

Example
Weak: “Assisted client with breakfast and hygiene.”
Better: “Maria chose eggs for breakfast and cracked them herself. I helped her turn on the stove. She smiled and said she wants to make them again tomorrow.”

CHECKLIST 7: INCIDENT REPORTS AND VEHICLES

- [ ] Every incident report on file, with proof it was sent to the APD regional office
- [ ] Abuse, neglect or exploitation reports made to the Florida Abuse Hotline and to the APD regional office
- [ ] Current insurance and registration for every agency vehicle, covering the whole review period

WHAT YOUR SCORE MEANS

- **Below 85%:** your next review is onsite.
- **85% or higher:** your next review is a desk review.
- **90% or higher,** with no alerts and billing discrepancies under 5% of the claims reviewed: you can be deemed and skip next year's review, if AHCA and APD approve.
- Your score is posted on Qlarant's website, where support coordinators can see it.

Prepared by Leo Acevedo, founder of Waiversoft. We help you keep every item on this list ready year-round. If you want to see how, email me at **leo@waiversoft.com**.

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