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**Better Health Care for all Floridians**

ELIZABETH DUDEK  
SECRETARY

**FOR IMMEDIATE RELEASE**

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**Agency Completes Unannounced Visits to Care Facilities in Jacksonville Area**

*--Teams reviewed for Medicaid billing compliance, safety of residents--*

**Tallahassee, Fla.**— The Agency for Health Care Administration (Agency) this week made unannounced visits to active Medicaid Assistive Care Service providers in Duval, Clay, Nassau, St. John and Putnam Counties to review records and determine if the providers were rendering, billing and documenting services in accordance with Medicaid policy, and ensure health and safety of the residents in the facilities.

In total, 39 care facilities—adult family care homes or assisted living facilities—were targeted by teams that included representatives from the Agency’s Medicaid Program Integrity (MPI) and Health Quality Assurance (HQA) units, supported by the Centers for Medicare and Medicaid Services’ Medicaid Integrity Group. Records were assessed to ensure Assistive Care Services were rendered by staff who had been successfully background screened, and are otherwise current on all required documentation.

“The Agency takes very seriously our role as the regulator of health care facilities and administrator of the Florida Medicaid program,” said Secretary Liz Dudek. “We are committed to making sure residents are living in safe, homelike environments, receiving the services they need and that Medicaid is being billed fairly and accurately.”

Preliminary violations identified include:

- eight facilities identified to have deficient practices for background screening of employees;
- over half of facilities were found to have non-compliance with employment requirements, physical plant standards, and administrative oversight standards;
- 130 incidents of the facility not having an Agency specific current service plan for the resident;
- 47 incidents of the facility not having a current health assessment for the resident;
- 129 incidents of the facility not having a Certification of Medical Necessity for the residents;
- 20 incidents of the facility not maintaining a service log for the services; and
- one incident of relocating a resident by the Department of Children and Families for quality of care and potential neglect concerns.

On Monday, October 15, the Agency team visited Tiki Stafford d/b/a Diversity Me, an assisted living facility in Duval County, and seeing concerns, called the City of Jacksonville Fire Marshal, who issued a Cease and Desist Order. The Agency issued an immediate moratorium on admissions for the facility and all 14 residents were relocated for their safety. A moratorium on admissions prohibits the facility from accepting any new residents until the deficient practice has been corrected and the moratorium has been lifted.

The Agency will further investigate the preliminary findings and work toward enforcing statutory obligations to create a healthy and safe environment for residents. Care facilities that were found not to be not in compliance were notified of pending deficiencies and the potential for sanctions. Full reports of



quality of care violations will be available by facility in 10-14 days via [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov)'s facility locate feature.

*The Agency for Health Care Administration is committed to better health care for all Floridians. The Agency administers Florida's Medicaid program, licenses and regulates more than 40,000 health care facilities and 37 health maintenance organizations, and publishes health care data and statistics at [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov).*

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