

## ABOUT US



Retrospective Wellness Group (RWG) is a newly operating consulting agency specializing in HCS, TXHML, CLASS Waiver, and ICF services for Providers in the State of Texas. RWG assist Provider Agencies in the areas of:

quality assurance, provider crisis, personnel training, staff training, survey and audit preparation, development of policies and procedure, and more. We offer onsite and remote trainings for program administrators, nurses, case managers, direct support staff, Quality Assurance staff, and Behavioral Health consulting agencies.

### LETTING YOUR PAST WORK FOR YOUR FUTURE

## DIRECTOR



### ANGELLE HARRIS

MPA-MSW, LCDCI  
OWNER/CONSULTANT

Angelle is a graduate of Southeastern Louisiana University with a BS in Psychology. Angelle also earned a Master's Degree in Public Administration: Healthcare from Southern University A&M College, and a Master's Degree in Social Work from Louisiana State University. She has over 10 years' consulting and provider relations experience working with persons with disabilities and mental health diagnosis. Angelle began her profession in IDD/MH services by working as a direct service staff in a group home setting throughout college for a provider. Angelle went on to hold various positions including, but not limited to: Service Coordinator, QIDP, Training Coordinator, Director of Quality Assurance, Program Administrator (ICF/HCS), Crisis intervention Specialist, Behavioral Specialist, and Program Specialist IV (State Surveyor). Angelle has successfully held each position and has assisted Program Providers in delivering exceptional services to individuals and families served.

## SERVICES

### RETRO REMOTE

SERVICES VIA EMAIL, TELEPHONE AND VIDEO CONFERENCE/WEBINAR

- Review annual/update PDP's, IP's, IPCs or staffings, as well as other records and provide recommendations.
- Assist with reviewing BSPs and outside Behavior Health Services
- Develop or refine policies and procedures, new hire orientation packets and customize forms
- Monthly/Quarterly Case Manager and or QIDP monitoring
- Assist with Provider Crisis: IT, IJ, Plan of Removal and Plan of Correction completion
- Hold Q&A sessions regarding rules, regulations and procedures as well as advice on handling specific special situations
- Appeal/Amelioration Process.

### RETRO ON -SITE

PROVIDE HANDS-ON TRAINING AT BUSINESS LOCATION

- Provide quality assurance by auditing charts and other records and providing written feedback regarding errors and/or omissions along with recommendations on how to make corrections
- Assist in preparing for annual or return surveys and audits
- Assist with Provider Crisis: IT, IJ, Plan of Removal and Plan of Correction completion
- TMHP --Identify and propose solutions for HCS billing errors and omissions
- Provide updated resource information

# SERVICES CONT'D

## RETRO TMHP SERVICES

Home and Community-based Services (HCS) program providers, Texas Home Living (TxHmL) program providers, and financial management services agencies (FMSAs) billing on behalf of Consumer Directed Services (CDS) employers must create Texas Medicaid & Healthcare Partnership (TMHP) accounts necessary for submitting claims and forms to TMHP. RWG offers a hands-on specialist to answer and train staff for day to day billing questions.

## NURSING SERVICES

RWG provides assistance with Nursing Services for HCS/TxHmL/ICF Providers. Our primary areas of assistance are as follows: Survey Preparation, Plans of Correction (POC's), Policy & Procedure for Nursing and Infection Control, Providing Nursing Forms facility may need, Directive Inservice Trainings (ICF) and Nurse Trainings (both prerecorded and via webinar). We are also happy to provide live on-site live trainings upon request for both nurses and assisting nurses to train their direct support staff on the following services:

- CNA Delegations
- Task screening tools
- TBON requirements

## CONTACT US



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Houston, Texas



[www.retrospectivewellnessgroup.com](http://www.retrospectivewellnessgroup.com)



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RETROSPECTIVE  
WELLNESS

PROVIDER PROGRAM CONSULTANTS

## MISSION:

*Creating life long bonds by providing resources and support to State Program Providers that will ensure the health and safety of individuals and their families come first.*