



## Commission On Aging

[www.co.monroe.mi.us/commonaging](http://www.co.monroe.mi.us/commonaging)

A Division of the Monroe County  
Community Planning & Engagement Department

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965 South Raisinville Rd.  
Monroe, MI 48161  
**734-240-3290**

Fax: 734-240-3286  
[mccoa@monroemi.org](mailto:mccoa@monroemi.org)

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Jeff McBee  
Director

Cheryl Rivard  
Chair

Martin Kaufman  
Vice-Chair

Mary Ann  
Wertenberger  
Secretary

Mary Gantz

Larry Gramlich

Cynthia McIlvain

Wayne Meehan

Paul Simonton

Donald Spencer

## Commission on Aging Strategic Planning Committee Agenda September 1, 2022 2 p.m. Commission on Aging Office

1. Frenchtown Senior Center Adult Day Service Unit Rate Change Request for the Remainder of 2022.
2. Review of MemoryLane Care Services Compliance Evaluation Response.



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## Monroe County COA Compliance Verification Evaluation Report

Agency: MemoryLane Care Services

Program: Adult Day Services

Date: 7/21/2022

The Commission on Aging Compliance Verification Evaluation for this program was completed on July 21, 2022. The evaluation consisted of a review of documentation that indicated that reported services reimbursed by the Commission on Aging met all requirements.

The reported services reviewed were determined by COA staff. The number of services reviewed (4) was based on 100% of the number of participants the program served in 2021. In order to meet all requirements, documentation verifying the following was required to be provided at the time of the evaluation:

- The date the service was provided
- The amount of service provided
- The type of service provided

### Evaluation Result:

Based on this evaluation, one reported service did not match the supporting documentation:

#### *Finding #1:*

Client A was billed for 7 units of service for the month of November 2021. Supporting documentation indicated that 3.5 units of service were allowable to be billed.

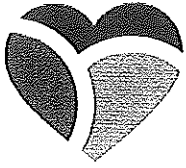
Based on the program's 2021 unit rate of \$66.00, an overpayment of \$238.00 occurred.

**Please submit a written response to this finding within 30 days of the date of this report.** Responses to findings must include:

- A plan to address the finding.

**OR**

- Reason(s) for disputing the finding.



**MemoryLane**  
CARE SERVICES

August 26, 2022

Mr. Jeff McBee, Director  
Commission on Aging  
965 South Raisinville Road  
Monroe County, Michigan 48161

Dear Mr. McBee:

Please accept this as a written response to the findings report from our 2022 Commission on Aging Compliance Verification Evaluation. The findings reviewed found that MemoryLane Care Services billed incorrectly for services provided in November 2021. This was a clerical error on MemoryLane Care Services part, in which full-day services were invoiced rather than half-day services. MemoryLane Care Services agrees to submit repayment of \$238.00 for Monroe County Commission on Aging. Further, MemoryLane will institute new procedures in which on a monthly basis invoices are reviewed by two separate individuals to reduce the risk of clerical errors. A payment request has been submitted and a check for \$238.00 will be paid to Monroe County Michigan.

Should you have questions, suggestions or require additional information, please contact Salli Bollin, Executive Director, MemoryLane Care Services at 419-720-4940 or [sbollin@memorylanecare.org](mailto:sbollin@memorylanecare.org).

On behalf of MemoryLane Care Services, I would like to express our sincere appreciation for the opportunity to partner with the Commission on Aging to provide adult day services to individuals living in Monroe County.

Most Sincerely,

Salli Bollin, MSW, LSW  
Executive Director

Help • Compassion • Hope

[www.memorylanecareservices.org](http://www.memorylanecareservices.org) | 419.720.4940  
2500 N. Reynolds Road | Toledo, OH 43615

