



**D·B·H·D·D**

Georgia Department  
of Behavioral Health  
& Developmental  
Disabilities

**BE D·B·H·D·D**

**BE COMPASSIONATE**

**BE PREPARED**

**BE RESPECTFUL**

**BE PROFESSIONAL**

**BE CARING**

**BE EXCEPTIONAL**

**BE INSPIRED**

**BE ENGAGED**

**BE ACCOUNTABLE**

**BE INFORMED**

**BE FLEXIBLE**

**BE HOPEFUL**

**BE CONNECTED**

**BE D·B·H·D·D**

# IDD ALL- STATE PROVIDER MEETING

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**BE D·B·H·D·D**

Georgia Department of Behavioral Health & Developmental Disabilities

**Presented by DBHDD, Division of IDD  
November 12, 2020 9-12:30pm**



| Topic   | Time- (End)        | Presenter  |
|---|--------------------|--|
| Welcome and Updates   | 9:00 am-9:10 am    | Ron Wakefield, IDD Division Director   |
| NOW& COMP Appendix K & COMP Waiver Application Updates<br><br>Bed Board Updates | 9:10 am-9:35 am    | Ashleigh Caseman, Director of Waiver Services<br><br>LaTonya Williams, State Transition Specialist |
| Office of Health and Wellness Updates   | 9:35 am-9:55 am    | Dana Scott, Director Office of Health and Wellness   |
| Field Operations Updates<br>GCAL Updates  | 9:55 am-10:10 am   | Allen Morgan, Director of Field Operations   |
| Claim Denial Process Issues and Timely Filing                                   | 10:10 am- 10:25 am | Ron Singleton, DD Program Manager  |
| Behavior Support Services Updates   | 10:25 am- 10:40 am | Dr. Michelle Ford, Manager of Statewide Behavioral Services  |
| Beacon Update IDD Connects  | 10:40am-10:55 am   | Beacon Team  |
| IDD-Connects and HRST   | 10:55am-11:10 am   | Karen Cawthon, Office of Health and Wellness   |
| Co-existing with COVID-Support Coordination re-engagement plans                 | 11:10am-11:40am    | Amy Riedesel, Director Office of Community Services  |
| Questions and Answers   | 11:40 am- 12:30 pm | All  |

# TODAYS AGENDA

# APPENDIX K and COMP Renewal/NOW Amendment Updates

**Ashleigh Caseman**

Director of Waiver Services

November 2020



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# Appendix K Updates

Appendix K- The changes outlined in Appendix K for the NOW and COMP waivers are temporary policy allowances, temporary rate increases for target services, and temporary retainer payments for specific services, effective March 1, 2020.

Operational Guidelines- currently effective and waiving any conflicting relevant policy

Provisions and flexibilities afforded in the Appendix K set to end 2/28/21

Prepare as an agency for DCH and DBHDD policy pre-PHE to resume on 3/1/21



# Current COMP Waiver Services and Supports



**These services are set to continue in the COMP 2021 renewal....**



- Occupational Therapy
- Physical Therapy
- Speech and Language Therapy
- Behavioral Support Services
- Community Access
- Community Living Supports (with modifications)
- Community Residential Alternative
- In Home and Out of Home Respite
- Environmental Accessibility Adaptation
- Additional Staffing (with modifications)
- Prevocational Services
- Specialized Medical Equipment and Supplies
- Intensive Support Coordination and Support Coordination
- Supported Employment
- Transportation
- Vehicle Adaptation
- Skilled Nursing Services
- Nutrition Services
- Interpreter Services
- Individual Directed Goods and Services
- Financial Support Services

# Telehealth Proposed Changes

Telehealth Option  
for Adult Speech  
& Language  
Therapy (some  
exceptions)

Telehealth  
Option for Adult  
Occupational  
Therapy

Telehealth  
Option for Adult  
Physical  
Therapy

Telehealth  
Option for  
Nutrition  
Services

Telehealth Option  
for Behavior  
Support Services  
(some exceptions)

Telehealth  
Option for  
Interpreter  
Services

Telehealth Option  
for Supported  
Employment  
Services (some  
exceptions)

Note: These are  
proposed changes  
by DBHDD&DCH  
that require approval  
by CMS

# New Proposed Service- Assistive Technology

Assistive technology\* consists of any technology, whether acquired commercially, modified, or customized, that is used to maintain or improve functional capabilities of Individuals with disabilities by augmenting the Individual's strengths and/or providing an alternative mode of performing a task.

- The need for Assistive Technology must be an identifiable assessed need in the ISP and directly related to the disability.
- The need for adaptive equipment and assistive technology must be identified in the Individual Service Plan and approved by a qualified rehabilitation technician or engineer, occupational therapist, physical therapist, augmented communication therapist or other qualified professional whose signature indicates approval.



*\*Note this service definition is only a proposal pending CMS approval and is subject to change*



# New Proposed Service- Assistive Technology

Assistive technology *may* include [subject to change]:

- Communication: Screen readers, display video magnifiers, screen magnification, large keyboards, navigation assistant, augmented and alternative communication, emotion recognition and speech to text
- Personal Emergency Response System: smoke alarm with vibrating pad/flashing light
- Accessibility Software: Alphanumeric, speech amplifiers, electronic speech aids/devices, motion activated electronic devices.
- Cognitive: memory aids (smart pen) and educational software.
- Education: computer accessibility, telecommunication screens, and voiceover
- Home Automation: adaptive locks, motion sensors and audio messages
- Medication Management: Telecare devices



# Proposed Service Modifications

## Community Living Support Services

- Community Living Support services are individually tailored supportive tasks that facilitate an individual's independence and promote integration into the community.
- **Community Living Support services is available for individuals who spend periods of time throughout the day with unpaid unsupervised supports and services.**

## Additional Staffing Services\* & Nursing Services in CLS Settings

- Modifications to Additional Staffing in CLS setting- proposing daily limits of up to 6 hours daily of Additional Staffing services in CLS Settings.
- Modifications to Skilled Nursing Services- proposing daily limits of up to 16 hours daily in CLS Settings.

\*Note Additional Staffing is a separate service line from CLS

# Proposed Service Modifications Continued

## Community Guide

With the COMP waiver renewal and NOW Amendment, Community Guide Service will no longer be available for use upon CMS approval of the proposed changes

## Natural Supports Training

With the COMP waiver renewal and NOW amendment, Natural Support Training will no longer be available for use upon CMS approval of the proposed changes

# Service Modifications Continued- Participant Directed

## PD Supported Employment

With the COMP waiver renewal and the NOW amendment, Supported Employment remains a service available to individuals, but individuals will no longer be able to PD this service.

## PD Behavioral Support Services

With the COMP waiver renewal and NOW amendment, individuals will no longer be able to self-direct this service.

This service must be provided by licensed and certified staff

# Timeline - Spring 2021 COMP Waiver Renewal

DBHDD/DCH  
"Virtual Town Halls"  
October 26, 27, 29

# Virtual Town Hall Survey

Due: November 6, 2020

DCH Board of Directors initial adoption-November 12, 2020

Final adoption- likely December 10, 2020

Submit COMP Waiver  
renewal application & NOW  
amendment to CMS  
December 31, 2020

# Waiver Renewal 2021



# IDD Residential Bed Board – For Residential Providers

The IDD Residential Bed Board is a very user-friendly application allowing (CRA) Providers to maintain their current capacity status along with vacancy availability to support referral activities. This system was designed to maintain basic Site-specific information about the capacity and vacancy of the Provider network across the state.

## What Impact Can Bed Tracking Have on Access?

The IDD Residential Bed Board provides useful information for tracking utilization in real time and planning for needed capacity, as well as a referral source for individuals and families by Support Coordination and DBHDD staff. They can use the information to engage Providers and locate available beds based on:

Demographics (region, county, city)

Accessibility

Gender

Medical Complexity

Behavioral Challenges

# IDD Residential Bed Board – Provider Responsibility

- 1 Provider Agencies should update the current bed availability in this system within 48 hours of any changes. Providers enter information on bed availability monthly or as changes occur into the “BHL Web Apps” portal under the “IDD Residential Beds” menu.
- 2 Providers select 1 -3 staff members within their organization to be responsible for entering information on bed availability. All user passwords will lapse if the system is not accessed monthly.
- 3 Providers work with DBHDD Bed Board manager to increase system utilization and management of agency sites (additions, inactive sites, correct capacity)

# IDD Residential Bed Board – For More Information

1

Latonya Williams is the Division of DD contact for the IDD Residential Bed Board will respond directly to any requests submitted to this mailbox. Please contact the IDD Residential Bed Board directly via e-mail address: **ddresidential.boardrequests@dbhdd.ga.gov.**

2

The IDD Residential Bed Board can be found here: **<https://bhlweb.com>.**

3

Training for the IDD Residential Bed Board can be found here within the Provider Toolkit: **<https://dbhdd.georgia.gov/document/document/idd-residential-beds-user-training/download>**



# DBHDD Office of Health and Wellness Update

**Dana Scott MSN, RN**

Director of Office of Health and Wellness

November 2020



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Georgia Department  
of Behavioral Health  
& Developmental  
Disabilities

# Georgia's DBHDD OHW Update

In order to ensure our I/DD provider network is informed of planned activities and available resources

## *Ongoing work*

- Partnering with SC agencies to develop reengagement strategy
- COVID-19 follow-up with Providers
- Remote clinical screening
- Emory Curriculum January 2021
- Provider training re: clinical Policies HCP's/RN oversight

## *Infection Control Toolkit. Some elements of this document include:*

- Provider Education
- COVID -19 Fact Sheet
- PPE Flip Chart
- Mask Fact Sheet
- Social Stories
- Healthcare Support Plans

# Field Operations and GCAL Updates

**Allen Morgan**

Director of Field Operations

November 2020



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& Developmental Disabilities

# Field Operations Staffing Changes

**Region 2**

**Josie Baker  
RSA**

**Region 3**

**Vivia Black  
RSA**

**Region 5**

**Ramona Pullin  
RSA**

# Field Operations Updates

Staff losses due to budget cuts and system changes:

- Planning List Administrators and State Service Coordinators reduced by 21 (33%) statewide

- Planning List Administration Supervisors reduced from six to three

- Social Workers reduced by five across the state

- Community Case Expeditors reduced by from six to five

- Elimination of the Regional physician positions (six)

# Field Operations Updates – GCAL Functions

## Key Functions

GCAL provides telephonic crisis intervention, clinical triage, and referral for Georgians in need 24/7/365.

Other key functions of GCAL include:

**24/7/365 Mobile Crisis **Dispatch** for all State Funded Behavioral Health and Developmental Disability Mobile Crisis Response Teams**

**24/7/365 Single Point of Entry for State Contracted Inpatient Beds**

# Field Operations Updates – GCAL Functions

Other key functions of GCAL include:

24/7/365 Preferred Point of Entry for Crisis Stabilization Units and State Hospitals

24/7/365 Initial Authorization for CSU, State Hospital, and State Contracted Inpatient Bed Admissions

**NOT** functions of GCAL:



Replacement for having and implementing a behavior support plan

Behavioral Data Collection

# Denial Process Issues and Timely Filing

**Ronald Singleton**

November 2020



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# GAMMIS Provider Messages

[www.mmis.georgia.gov](http://www.mmis.georgia.gov)

Home | Contact Information | Member Information | **Provider Information** | Provider Enrollment | Nurse Aide/Medication Aide | EDI | Pharmacy | HFRD  
*Home Provider Notices Provider Manuals **Provider Messages** Fee Schedules Forms for Providers Reports for Public Access FAQ for Providers*

**Messages Search Panel** Top ? ↗

Keyword

Year  ▼

Provider Type  ▼

Records  ▼

search

clear

**Messages (1 rows returned)**

| Type               | Sent Date  | Subject ▲   |
|--------------------|------------|---|
| ALL PROVIDER TYPES | 10/07/2020 | Announcement from Gainwell Technologies (formerly DXC Technology) |

**Message** ? ↗

Type  ▼

Subject Announcement from Gainwell Technologies (formerly DXC Technology)

Message

Dear Medicaid and PeachCare for Kids Providers:

As of October 1, 2020, DXC Technology, fiscal Agent for the Georgia Medicaid Management Information System (GAMMIS), will now operate as Gainwell Technologies.

If you have any questions, please feel free to contact us at 800-766-4456 or visit [mmis.georgia.gov](http://mmis.georgia.gov) to submit a contact us request.

Thank you for your continued participation in the Georgia Medicaid/PeachCare for Kids program.

Effective Date 10/07/2020

Sent Date 10/07/2020

# DBHDD Presentation Material

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## Disclaimer

The material in the presentation was prepared by Gainwell Technologies, formerly known as DXC Technology. The original presentations related to billing for Medicaid programs are currently posted on the **GAMMIS** website at [www.mmis.georgia.gov](http://www.mmis.georgia.gov).



## Gainwell Technologies

**Gainwell Technologies is the fiscal agent for Georgia Medicaid. DCH has contracted with Gainwell Technologies (formally DXC Technology) to provide the day-to-day services necessary for the Medicaid program to function. Duties include:**

- Answering member and provider phone calls through the contact center
- Answering incoming correspondence
- Processing claims
- Resolving claim denials
- Issuing member ID cards
- Enrolling providers

# DBHDD Presentation by Gainwell (DXC Technology)

[www.mmis.georgia.gov](http://www.mmis.georgia.gov)

Home | Contact Information | Member Information | **Provider Information** | Provider Enrollment | Nurse Aide/Medication Aide | EDI | Pharmacy | HFRD  
Home **Provider Notices** Provider Manuals Provider Messages Fee Schedules Forms for Providers Reports for Public Access FAQ for Providers

## Gainwell (DXC Technology) Billing Presentations

| SESSION MATERIALS ▾ go                                  |           |                   |           |                   |
|---|-----------|-------------------|-----------|-------------------|
| <b>Provider Notices (45 rows returned)</b>              |           |                   |           |                   |
| Title ▾   | File Type | Category          | Size (KB) | Release Date      |
| Presentation - New Biller/Remittance Advice             | PDF       | SESSION MATERIALS | 2477.2    | 06/01/2019        |
| <b>Presentation - New Biller Presentation - DBHDD</b>   | PDF       | SESSION MATERIALS | 2922.3    | <b>11/04/2019</b> |
| Presentation - Medicaid Hospital Workshop - August 2020 | PDF       | SESSION MATERIALS | 1078.1    | 08/10/2020        |
| Presentation - Medicaid Common Denials                  | PDF       | SESSION MATERIALS | 1931.8    | 03/09/2020        |
| Presentation - Medicaid Common Denials                  | PDF       | SESSION MATERIALS | 2119.3    | 07/17/2019        |

# DBHDD Presentation by Gainwell (DXC Technology)

## DBHDD Common Billing Denials

### Common Denials

- 535: Adjustment exceeds timely filing period
- 3000: PA units exhausted or partially available
- 3011: DOS not within PA/Precert effective dates
- 4021: No Coverage for Billed Procedure
- 5035, 5037 or 5042: Exact Duplicate
- 5038 or 5043: Possible Duplicate
- 5044: Possible conflict (with another waiver)
- 5115: Service not allowed during hospital stay

# DBHDD Presentation by Gainwell (DXC Technology)

## GAMMIS Timely Filing Rules

### Timely Filing Rules

6 Months

For most providers, timely filing is six months from the month of service (MOS) – the month the service was rendered by the provider. However, there are variations which you should be aware:

3 Months

- Claim adjustment – Within three months of the month of payment
- Claim resubmission – Within three months of the month the denial occurred
- Crossover claim – Within 12 months of MOS
- Secondary/TPL claim – Within 12 months of MOS

12 Months

- One year (365 days) Claims Submission Edit (NEW)

# DBHDD Presentation by Gainwell (DXC Technology)

## GAMMIS Timely Filing Rules Continued

### One Year (365 Days) Claim Submission Edit

**Example:**

|              | Original Submit Claim | 1 <sup>st</sup> Resubmit | 2 <sup>nd</sup> Adjustment |
|--------------|-----------------------|--------------------------|----------------------------|
| DOS          | Denied Date:          | Adjustment               | (365 days)                 |
| July 1, 2016 | December 30, 2016     | March 31, 2017           | June 30, 2017              |

- All claim submissions and adjustments to denied claims are to be completed according to policy by 365 days. Other timely submission and resubmission system edits will remain in GAMMIS according to policy (there is no time limit for adjusting a claim that reverses payment back to the Department).
- Please refer to the Georgia Medicaid Part 1 - Policies and Procedures Manual, Chapter 200. The Timely Resubmission policy outlined in Section 204 will still be enforced to include this new one year or 365 days guideline.

– \*Banner Message posted June 14, 2017

**Provider Message**



# Contacting Your Provider Representative

## Contact My Provider Rep Directly

Login to the MMIS system with your username and password



The screenshot displays the GAMMIS website interface. At the top, there is a header with the Georgia Department of Community Health logo and the GAMMIS logo. Below the header, a navigation bar contains links such as Home, Contact Information, Member Information, Provider Information, Provider Enrollment, Nurse Aide/Medication Aide, EDI, Pharmacy, and HFRD. A search bar is located in the top right corner. A message bar indicates a session refresh and the date Friday, October 06, 2017. A red arrow points to the 'Login' button in the 'User Information' section. The 'User Information' section also includes a 'Login/Manage Account' link. Below the 'User Information' section, there are two main content areas: 'Members' and 'Providers'. The 'Members' section includes links for 'Register for Secure Access' and 'Member Information'. The 'Providers' section includes links for 'PIN Activation' and 'Provider Information'. The 'Discussion Events' section on the right contains a notice about ICD-10 implementation.

GEORGIA DEPARTMENT OF COMMUNITY HEALTH

GAMMIS

Search

Refresh session | You have approximately 16 minutes until your session will expire. Friday, October 06, 2017

Home | Contact Information | Member Information | Provider Information | Provider Enrollment | Nurse Aide/Medication Aide

EDI | Pharmacy | HFRD

Home Publication Search Site Map Site Settings Language Selection

GAMMIS:Home <- Bookmarkable Link Click here for help and information about bookmarks

(click to show) Message posted 10/5/2017

User Information

Login/Manage Account Login

Members

- Register for Secure Access
- Member Information

Providers

- PIN Activation
- Provider Information

Discussion Events

ICD-10 Implementation Announcement - DXC Technology will begin accepting ICD-10 diagnoses and surgical procedures on October 1, 2015. Per the federal mandate, claims submitted for services rendered on or after October 1, 2015 must include ICD-10 codes. Claims submitted for services rendered before October 1, 2015 must continue to include ICD-9 codes. Refer to the UB 04 billing manual for ICD-10 rules specific to this claim type. ICD-10 has no direct impact on Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS). Please



# Contacting Your Provider Representative

## Contact My Provider Rep Directly

*(continued)*

### Select The Web Portal Option

#### Georgia Medicaid Home

Jane Doe , Welcome to Georgia Medicaid

#### Applications

| Application                              | Description   |
|--|---|
| <a href="#">MEUPS Account Management</a> | Manages contact information, password, and authorizations for applications. |
| <a href="#">Web Portal</a>               | Web Portal  |

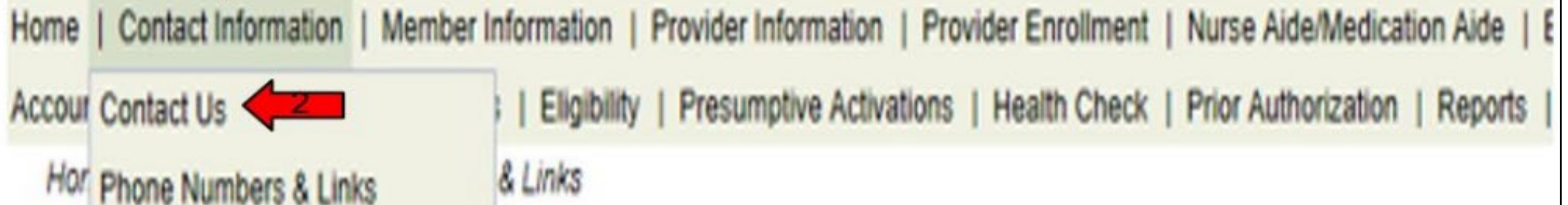


# Contacting Your Provider Representative

## Contact My Provider Rep Directly

(continued)

**Select Contact Information, Contact Us**



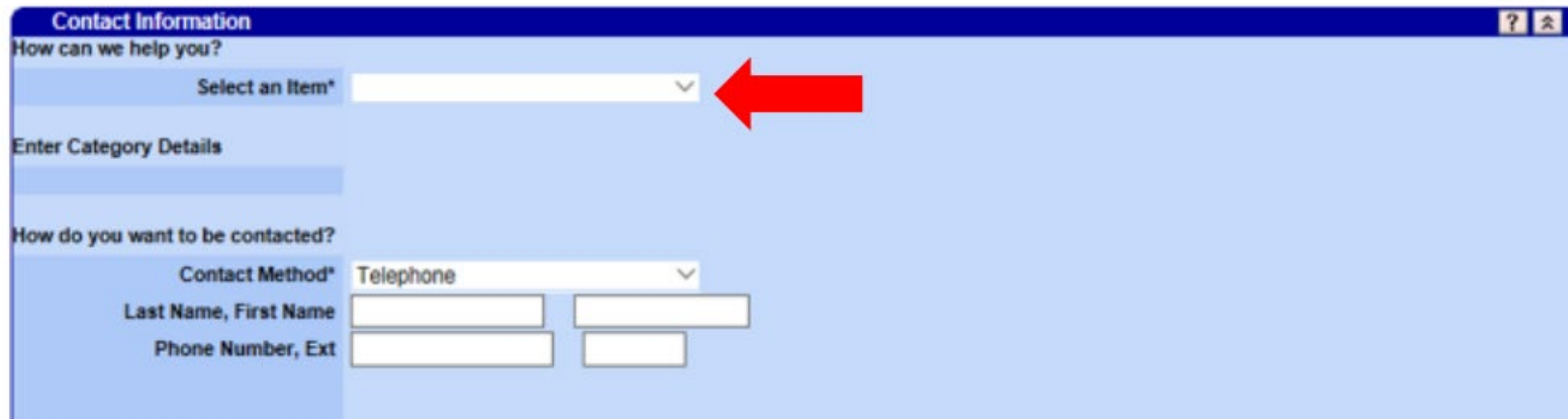
★ GAMMIS: Contact Information <- Bookmarkable Link    🌟 Click here for help and information about bookmarks

# Contacting Your Provider Representative

## Contact My Provider Rep Directly

*(continued)*

**Select an Item**



The screenshot shows a web form titled "Contact Information" with a blue header bar containing a question mark icon and a search icon. The form is divided into several sections:

- How can we help you?**: This section contains a dropdown menu labeled "Select an Item\*" with a downward arrow. A large red arrow points to this dropdown menu.
- Enter Category Details**: This section is currently empty.
- How do you want to be contacted?**: This section contains a dropdown menu labeled "Contact Method\*" with "Telephone" selected and a downward arrow.
- Last Name, First Name**: This section contains two text input fields for the user's name.
- Phone Number, Ext**: This section contains two text input fields for the phone number and extension.

# Contacting Your Provider Representative

## Contact My Provider Rep Directly

(continued)

Requests Requiring PHI

**NOTE:** If the response to your inquiry contains protected health information (PHI) such as member or claims information, you must log into the secure web portal to submit your question and receive the response. Upon login, additional contact options related to PHI will be available.

submit cancel

**Contact Information**

How can we help you?

Select an Item\*

Enter Category Details

How do you want to be contacted?

Contact Method\*

Last Name, First Name

Phone Number, Ext

top of page

Claim Status Inquiry  
Eligibility Inquiry  
Contact My Provider Service Rep  
Provider Enrollment  
Request a Provider Rep Visit  
ICD-10 Inquiry  
Favors Review Inquiry  
MAPIR Inquiry  
Web Registration  
Member ID Cards  
Member PCP Assignments  
Customer Service  
Complaint about a Provider  
Complaint about a Member  
Other Complaint  
Having a Technical Problem  
Other  
EDI Submission Problem  
Provider PIN Issue

OR

Click Here


top of page

# Contacting Your Provider Representative

## Contact My Provider Rep Directly

(continued)

Please provide all details pertaining to your issue, including ICN, member id etc.



submit cancel

Contact Information

How can we help you?

Select an Item\* Contact My Provider Service Rep

Enter Category Details

How can we help you?  
I Need some help with ICN 2017123456777

How do you want to be contacted?

Contact Method\* Telephone

Last Name, First Name DXC

Phone Number, Ext (800)766-4456



# Contacting Your Provider Representative

## Contact My Provider Rep Directly

(continued)

### The following messages were generated:

Your request has been processed. Your tracking number is 20763193.

Providers may call the Provider Contact Center at (770) 325-5666 or toll-free at (800) 766-4456. Members may call the Member Contact Center at (770) 325-2331 or toll-free at (866) 211-0950.

### Contact Information

How can we help you?

Select an Item\*

Contact My Provider Service Rep ▼

Enter Category Details

How can we help you?

test

How do you want to be contacted?

Contact Method\*

Telephone ▼

Last Name, First Name

HP

test

Phone Number, Ext

(800)766-4456

# Contacting Your Provider Representative Continued

## **Provider Services Contact Center**

**PSCC assists providers with inquiries regarding claims status, eligibility coverage, prior authorization, remittance advice, demographic changes, and other Medicaid questions. PSCC is available:**

- 1-800-766-4456
- Monday through Friday (excluding state holidays)
- 7 a.m. to 7 p.m. Eastern Standard Time
- Providers can also use the “Contact Us” link on GAMMIS

# Contacting Your Provider Representative Continued

## Contacting Gainwell Technologies

- Interactive Voice Response System (IVRS)
- Provider Services Contact Center (PSCC)
- Georgia Medicaid Management Information System (GAMMIS)
- Provider Relations Representatives



# Contacting Your Provider Representative Continued

## IVRS Overview

The Interactive Voice Response System (IVRS) allows users to call and conduct inquiries or transactions on the Georgia Medicaid Management Information System (GAMMIS) using a touch-tone telephone.

| 800-766-4456 |   |
|--------------|---|
| Option 1     | Member Eligibility  |
| Option 2     | Claims Status   |
| Option 3     | Payment Information   |
| Option 4     | Provider Enrollment   |
| Option 5     | Prior Authorization   |
| Option 6     | GAMMIS website password reset, Pharmacy Benefits, the Nurse Aide Registry or Nurse Aide Training program, PeachCare for Kids® EDI submission or electronic claim submission, or a system overview |

# Upcoming NOW and COMP Service Modification

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## Transportation Services

Transportation Services provide transportation for the individual to waiver services and other community services, activities, resources, and organizations typically utilized by the general population. These services include:

- (1) One-way or round trips provided by Georgia licensed drivers and/or DD Service Agencies; and
- (2) Transit by commercial carrier available to the community at large.

# Transportation Services

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## Present Basis for Reimbursement

Maximum rate per unit = \$13.78

- A. Unit of service: encounter/one-way trip or commercial carrier/multipass.
- B. Annual maximum is 203 units for encounter/one-way trip.
- C. Annual maximum for all Transportation Services, including encounter/one-way and commercial carrier/multipass, is \$2,797.34 per individual.

# Transportation Services

## Future Basis for Reimbursement

Maximum rate per unit = \$1.00

- A. 1 Unit = \$1.00: encounter/one-way trip or commercial carrier/multipass.
- B. Annual maximum is 2797 units for encounter/one-way trip and commercial carrier/multipass.
- C. Annual maximum for all Transportation Services, including encounter/one-way and commercial carrier/multipass, is \$2,797 per individual.

Mileage Rates are established by the provider agency but must use a methodology of comparable transportation rates.

# Transportation Services

## Prior Authorization

### Present Authorization

| Detailed Service Description ↕ | Procedure Code | Units ↕ | Authorized Amount ↕ |
|--------------------------------|----------------|---------|---------------------|
| Transportation Encounter/Trip  | T2003          | 203     | \$ 2797.34          |

### Future Authorization

| Detailed Service Description ↕ | Procedure Code | Units ↕ | Authorized Amount ↕ |
|--------------------------------|----------------|---------|---------------------|
| Transportation Encounter/Trip  | T2003          | 2797    | \$ 2797             |

# Transportation Services

## Billing for Encounter/One-Way Trip

### PRESENT @ \$13.78 PER UNIT


| RATE PER MILE | MILES PER ENCOUNTER/ONE-WAY TRIP | COST PER ENCOUNTER/ONE-WAY TRIP | AMOUNT BILLED | DIFFERENCE | DIFFERENCE @ 203 UNITS |
|---------------|----------------------------------|---------------------------------|---------------|------------|------------------------|
| \$1.95        | 5                                | \$9.75                          | \$9.75        | \$4.03     | \$818.09               |
| \$1.95        | 10                               | \$19.50                         | \$13.78       | (\$5.72)   | (\$1,161.16)           |

### FUTURE @ \$1.00 = 1 UNIT

| RATE PER MILE | MILES PER ENCOUNTER/ONE-WAY TRIP | COST PER ENCOUNTER/ONE-WAY TRIP | AMOUNT BILLED | DIFFERENCE | DIFFERENCE @ \$2,797 DOLLARS |
|---------------|----------------------------------|---------------------------------|---------------|------------|------------------------------|
| \$1.95        | 5                                | \$9.75                          | \$9.75        | \$0.00     | \$2,787.25                   |
| \$1.95        | 10                               | \$19.50                         | \$19.50       | \$0.00     | \$2,777.50                   |

# Transportation Services

## Billing for Encounter/One-Way Trip Continued

|                 |        |   |
|-----------------|--------|---|
| <b>Units*</b>   | 9.75   |  <b>Fractional Units</b> |
| <b>Charges*</b> | \$9.75 |   |

Although Transportation Services will be authorized using the '\$1.00 = 1 Unit', the units entered for billing can be in fractions when necessary to capture dollars and cents.

# Positive Behavior Support Services

**Michelle E. Ford, Ph.D.**

Manager of Statewide Behavioral Services

Office of Health and Wellness

November 2020



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Georgia Department of Behavioral Health  
& Developmental Disabilities



# Updates

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Behavior  
Analysis Peer  
Review  
Committee  
(BAPRC)-  
Consultations  
and Training

Increase  
Network of  
Providers  
through  
Education &  
Enrollment  
University of  
Georgia

Positive  
Behavior  
Supports  
(PBS)  
Curriculum  
Training  
Series-  
Modifications

# Restructure of Behavior Analysis Peer Review Committee

## Identification of Individual

- High Risk Individuals with Complex Behavioral Needs
- In Family Home, Residential/Day, Crisis Home, or in Transition

## Involvement of Behavior Supports Provider

## Team of 2 PRC Members Assigned to a Case

## Protocol for Technical Assistance & Support

- Initial Consultation virtually with BSS Provider, Residential Team, Family
- PRC Recommendations & Follow-Up Plan
- Multiple Sessions with PRC Team over a 60-day period.
- Communication with Field Ops, Providers, Family on Progress

# Increase Network of BSS Providers



**American Association  
on Intellectual and  
Developmental  
Disabilities (AAIDD)  
Positive Behavior  
Support (PBS) Training  
Curriculum- 3<sup>rd</sup> Edition  
Dr. Dennis H. Reid,  
Marsha Parsons, and  
Dr. David Rotholz**

- Designed for training direct support professionals & supervisors in the principles and practices of positive behavior supports
- Teaches strategies that create a respectful individual-staff environment
- Curriculum consists of 25 modules
- Maximum class size is 15 for train the trainer for 5 training days
- Competency based requiring participants to demonstrate a mastery of knowledge and skills
- The supervisor modules help train supervisors to become effective managers
- The trainer is observed on the job location site by trained DBHDD behavioral services staff to demonstrate the teaching.

# PBS Training Modifications

- Virtual Platform for Module and competency-based training
- 5 consecutive days of training to completion over a 2-week period
- Reduction of maximum class size to 10 participants
- Consideration of remote agency participation in groups of 2 or 3
- ***Anticipated scheduling of PBS training series- late January - early February 2021***
- Follow-up observation of the trainer on the job location site by DBHDD behavioral services staff to demonstrate the teaching-***TBD***

# Central Behavior Supports Mailbox

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[Behavior.supports@dbhdd.ga.gov](mailto:Behavior.supports@dbhdd.ga.gov)

Questions/Concerns/Observations/Feedback:

- Behavior Support Service delivery
- Clinical Oversight
- New behavior provider inquiries by region
- Training Inquiries
- Resources

# BEACON Updates

**Beacon Team**

November 2020



**D·B·H·D·D**

Georgia Department of Behavioral Health  
& Developmental Disabilities

# Contact Information

| Questions/Concerns  | Contact   |
|---|---|
| IDD Portal/ProviderConnect Access<br>Prior Authorization (PA)<br>Individual Service Plan (ISP)  | Customer Service Line: 855.606.2725 or<br>Provider Connect Inquiry  |
| Escalated/Complex Issues regarding: <ul style="list-style-type: none"><li>• Approved Services</li><li>• Medicaid Ids</li><li>• Service addresses</li><li>• BSS Staff Validation</li><li>• Communication Listserve Access Training</li></ul> | <a href="mailto:GAcollaborativePR@beaconhealthoptions.com">GAcollaborativePR@beaconhealthoptions.com</a>  |
| Credentialing <ul style="list-style-type: none"><li>• Change of address</li><li>• Add services</li><li>• Staff updates</li><li>• Add Counties</li><li>• Update insurance, accreditation, licenses</li></ul>                                 | <a href="mailto:GACollaborative@beaconhealthoptions.com">GACollaborative@beaconhealthoptions.com</a> – Questions ONLY<br><a href="mailto:GAEnrollment@beaconhealthoptions.com">GAEnrollment@beaconhealthoptions.com</a> – Document Submission |



# IDD Training Resources

- Providers will be able to access training materials on the Georgia Collaborative ASO website [www.georgiacollaborative.com](http://www.georgiacollaborative.com). Within the website there are a number of Resources available to assist the Providers in navigating IDD Connects. Under the Providers tab within the GA ASO website, the Provider will find additional information under the IDD Connects tab, including the User Guides, Resources, Announcements, Upcoming/Recently held trainings, and previous Bi-Weekly Provider Touch-Base meetings. The Provider clicks [here](#) to directly access the User Guides.
- The Provider Relations department also facilitates Provider Meetings to address:
  - New IDDC releases (items deployed in production).
  - Current bugs/defects that pertain to Providers.
  - Technical Assistance for common issues, i.e. resetting passwords, printing, etc.
  - Specific Trainings as needed designated by DHBDD.

# IDD Connects and HRST Updates

**Karen Cawthon**

Office of Health and Wellness

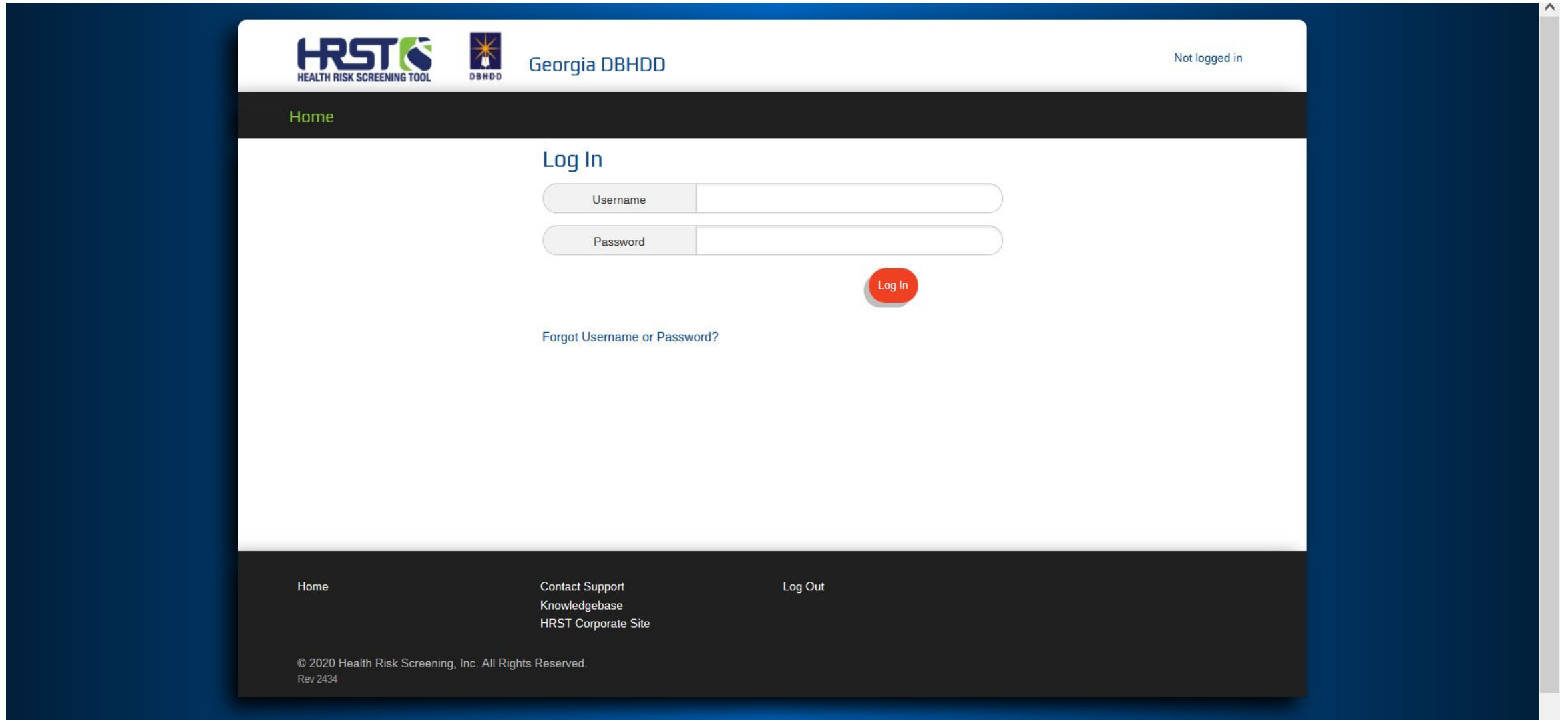
November 2020



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# HRST Log In Information

A screenshot of the HRST (Health Risk Screening Tool) login page. The page has a dark blue header and footer. The header contains the HRST logo, the Georgia DBHDD logo, the text "Georgia DBHDD", and a "Not logged in" status. Below the header is a dark blue navigation bar with the word "Home" in green. The main content area is white and features a "Log In" heading. Below the heading are two input fields: "Username" and "Password". A red "Log In" button is positioned below the password field. Below the button is a link that says "Forgot Username or Password?". The footer is dark blue and contains links for "Home", "Contact Support", "Knowledgebase", and "HRST Corporate Site". At the bottom left of the footer is the copyright notice: "© 2020 Health Risk Screening, Inc. All Rights Reserved. Rev 2434".

**HRST**  
HEALTH RISK SCREENING TOOL

**DBHDD**

Georgia DBHDD

Not logged in

Home

## Log In

Username

Password

Log In

[Forgot Username or Password?](#)

[Home](#) [Contact Support](#) [Log Out](#)  
[Knowledgebase](#)  
[HRST Corporate Site](#)

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Rev 2434

# Troubleshooting HRST Log In Issues

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- Use a web browser that supports HRST and IDD Connects
- Provider Connect, IDD Connect, & HRST are three different applications. **Log into HRST using your IDD Connect Username and Password.** Not Provider Connect.
- You cannot reset password for HRST in Provider Connect. Reset IDD Connect Password using the following link:  
<https://idd.georgiacollaborative.com/IDDPortal/provider>

# Troubleshooting HRST Log In Issues

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- Emails for resetting password often are found in Junk Mail. If you do not receive an email, ask HRST what email address was used when you registered for IDD Connect.
- Locked IDD Connect Accounts may occur when resetting passwords. Email HRST Help who will communicate with Beacon and DBHDD Designee to unlock user accounts related to HRST Access.

# Resetting IDD Connect Password

- The site you would want to use is: <https://idd.georgiacollaborative.com/IDDPortal/provider>
- You would click on Forgot Password, and then enter your IDD username. If you do not remember username HRST or Beacon Support Team can provide that information to you.
- This will send an email to the address on file, there you would click on the link to change your password. If it is your first time accessing secured email you will be prompted to register to read encrypted email prior to clicking on link to change your password.
- Once you have changed your password, the password for HRST will also be updated.

# Creating Provider User Accounts for HRST

## Provider Connect > IDD Connects > HRST Application

1. Provider User Accounts are created in Provider Connect. Instructions are available to Provider Connect Super Users.
2. Provider User will log into Provider Connect, Click on IDD Connect Portal and Register in IDD Connect. You are encouraged to use the same Username as Provider Connect.
3. Once registration is completed in IDD Connects user account information is sent to HRST.
4. User Account is created in HRST and defaults to view only.
5. User must email HRST Support Team @ [gasupport@hrstonline.com](mailto:gasupport@hrstonline.com) to add additional roles previously assigned. For example: Rater and Clinical Reviewer

# HRST Support Team: [gasupport@hrstonline.com](mailto:gasupport@hrstonline.com)

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- HRST Support Team is available to assist to resolve Log In issues @ [gasupport@hrstonline.com](mailto:gasupport@hrstonline.com)
- Email HRST Support Team to register for HRST Online Rater Course @ [gasupport@hrstonline.com](mailto:gasupport@hrstonline.com) after you have created the IDD Connect User Account. Include IDD Connect Username and User's First/Last Name in email.



# Support Coordination Re-Engagement with In-Person Visits

Amy Riedesel, Director Office of Community Services

Robert Bell, Director of Community Supports

Office of Community Services

November 2020



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Georgia Department of Behavioral Health  
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# Face to Face Visits of SC/ ISCs

1

Face to face visits of individuals in waivers services to begin Nov. 30,2020

2

SC Agencies will schedule visits

3

Prior to visit access to individuals' documentation is DBHDD expectation

4

Expectation to follow PPE protocols

5

Phase I visits focused on identified individuals with health and safety concerns

# DBHDD Expectations of Providers

Staff use of  
PPE

Access to  
information

Access via  
video capable  
telehealth  
means

Individuals to  
wear PPE as  
able

Reporting of  
Covid + or  
exposures

Communication  
with SC and  
DBHDD

Follow CDC  
guidance

Governor's EO  
to give access

# Process

SC to request  
paper/electronic  
documentation  
prior to visit

SC to visit  
virtually with video  
capable  
telehealth means  
whenever  
possible

Pre-screening tool  
with Covid-19  
questions prior to  
visits

## 9.30.2020 State of Georgia Executive Order

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September 30, 2020- page 12

*ORDERED: “ That nothing in the order shall prohibit individuals providing support coordination services through funding from the Georgia Department of Behavioral Health and Developmental Disabilities pursuant to Code Sections 37-5-1 et seq. from having access to or conducting health and safety visits within Long-Term Care Facilities.”*

<https://gov.georgia.gov/executive-action/executive-orders/2020-executive-orders>

# Appendix K Operation Guidance

- Appendix K Operational Guidance can be found on DBHDD PolicyStat at:

<https://gadbhdd.policystat.com/policy/8618606/latest/>

C. 11 Support Coordination, Intensive Support Coordination Visits- The following guidance is in addition to, and not in limitation or derogation of, the provisions and requirements of DBHDD Policy 02-434.

Support Coordination and Intensive Support Coordination shall have access to individuals receiving NOW and COMP waiver services. As declared in the State of Georgia Executive Order 09.30.20.02 and Executive Order 10.30.20.02, “**nothing in this order shall prohibit individuals** providing support coordination services through funding from the Department of Behavioral Health and Developmental Disabilities pursuant to Code Sections 37-5-1 et seq. **from having access to or conducting health and safety visits within Long Term Care Facilities**” (see page 12 of both referenced Executive Orders). To review the Executive Orders visit <https://gov.georgia.gov/executive-action/executive-orders/2020-executive-orders>

# Appendix K Operational Guidance- slide 2

- Support Coordination shall have access to information on waiver participants, and to face to face in-person contact with the waiver participants themselves, including, but not limited to:
- Access to all individual records, electronic and paper as applicable, be made available for review within three (3) business days of the written request via email by Support Coordination;
- Video access to an individual via an electronic device equipped with audio and video transmission and receiving capabilities (smartphone, computer with webcam and microphone and speakers, tablet, etc.) when such devices are supported by internet access at sufficient speeds and bandwidths to ensure clear and uninterrupted transmission of audio and video.
  - Exceptions to video access will be made for geographic locations which lack the required infrastructure (e.g. internet access or mobile phone coverage) to complete video contacts as described above. The individual's provider must document and send to DBHDD Regional Office Regional Services Administrator via email the provider's inability to acquire broadband service/e capability. Such an e-mail must include in the subject line of the email to the RSA- Email Subject: "Electronic Access."



## Appendix K Operational Guidance- slide 3


Providers are required to allow an SC/ISC face to face, in-person visitation access to an individual when determined necessary by DBHDD or the Support Coordination/Intensive Support Coordination agency for health and safety concerns. ISC/SC agencies are required to conduct face to face, in-person visits when requested by DBHDD.

\*Please note It is the expectation that all PPE parameters are followed by staff and individuals (to the best of the individual's abilities).

Guidance for PPE protocols, training and more can be found on the CDC website at <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html>.

ISC/SC Agency staff must use a COVID-19 screening tool that contains, at minimum, the requirements and elements recommended by the most current CDC guidance. Guidance for social distancing, based on the most current guidelines issued by the CDC and Georgia Department of Public Health, should be observed during any ISC/SC visit. Compliance with CDC and GA Department of Public Health guidance on the use of PPE is expected at all times and will be assessed and recorded by the ISC/SC staff completing the onsite visits.



An open calendar with a grid layout and red numbers. The text "Other Announcements from Office of Community Services" is overlaid in white. The calendar pages show dates from 11 to 29. The text is centered across the middle of the open pages.

# Other Announcements from Office of Community Services

# Other Announcements from Office of Community Services

Dec 3 @ 1pm  
Supported  
Employment  
Round Table

State-funded  
CIE policy

State-funded  
Respite Policy

Appendix K





# BE D·B·H·D·D

Georgia Department of Behavioral Health & Developmental Disabilities

## Provider Q & A

