

# SC & ISC Training: IDD Connects Session 1

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**BE D·B·H·D·D**

Georgia Department of Behavioral Health & Developmental Disabilities

Division of Developmental Disabilities  
April 7, 2021



# Today's Topics

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- Creating a New ISP (Annual ISP)
- Creating a New ISP Version (ISP Modification/Update)
- ISP Refresh Process for Clinical Evaluations/Recommendations
- Clinical Evaluations/Recommendations Service Removals
- Aligning ISPs to Birthdays
- Creating New ISPs for Changes in Funding Source (NOW/COMP)
- March 1, 2021 New Services Implementation (3)

# Creating a New ISP

# New ISP

Create New ISP

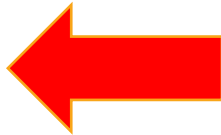
New ISPs can be created for multiple reasons such as:

- ❖ Initial ISP for service entry
- ❖ Annual ISP renewals
- ❖ Change in funding source (NOW, COMP or State Funded)
- ❖ Bridging gaps between two existing ISPs (retro/gap ISP)

# New ISP Continued

## Creating a New ISP (Annual ISP)

Create New ISP



[Legacy View](#)

### Search

Date Range From

From



Date Range To

To



ISP Type

Select



Search

Reset

ISP Type	ISP Effective Date	ISP Expiration Date	Retro ISP?	ISP Created By	Title	SC Agency
COMP	04/26/2020	04/25/2021	No	Ronald Singleton	System Administrator	REGION THREE PL

Creating a New ISP Version

“Version Change”

# New ISP Version

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Create New ISP Version


New ISP Versions (formerly known as ISP Addendums) are created when a modification or update is needed to the existing ISP.


A New ISP Version does not replace annual ISP renewals.



# New ISP Version Continued


## Creating a New ISP Version (ISP Modification/Update)

[◀ Back to Summary](#)


ISP Effective Date:  

ISP Expiration Date:  

Retro ISP?   

 This is an approved ISP. Only non-clinical updates are allowed. To make clinical or service updates, please create a new version

[Create New ISP Version](#)





# New ISP Version Continued

Users should not modify/change the dates of an existing ISP to create an annual ISP renewal.

The screenshot displays an ISP management interface. At the top left is a button labeled "Back to Summary". To its right are two date fields: "ISP Effective Date:" with the value "04/26/2020" and "ISP Expiration Date:" with the value "04/25/2021". Further right is a label "Retro ISP?" with the value "No". On the far right are download and print icons. Below these fields is a light blue information box containing an information icon and the text: "This is an approved ISP. Only non-clinical updates are allowed. To make clinical or service updates, please create a new version". To the right of this box is a blue button labeled "Create New ISP Version". Below the information box is a separate box containing two date fields: "ISP Effective Date:" with the value "04/26/2021" and "ISP Expiration Date:" with the value "04/25/2022". Two large red curved arrows originate from the top date fields and point to the bottom date fields, illustrating the process of creating a new version with updated dates.

Back to Summary

ISP Effective Date: 04/26/2020

ISP Expiration Date: 04/25/2021

Retro ISP? No

**i** This is an approved ISP. Only non-clinical updates are allowed. To make clinical or service updates, please create a new version

Create New ISP Version


ISP Effective Date: 04/26/2021




ISP Expiration Date: 04/25/2022

# New ISP Version Continued (Historical ISP)

All historical ISPs can be viewed by clicking on the icon next to the ISP Type.

Historical ISP					
ISP Type	ISP Effective Date	ISP Expiration Date	ISP Created By	Title	SC
COMP	04/26/2020	04/25/2021	Ronald Singleton	System Administrator	REGION



ISP Type	ISP Effective Date	ISP Expiration Date	Retro ISP?	ISP Created By	Title
 COMP	04/26/2021 	04/25/2022 	No	Ronald Singleton	System Administrator

# SC & ISC Training: IDD Connects Session 6

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**BE D·B·H·D·D**

Georgia Department of Behavioral Health & Developmental Disabilities

Division of Developmental Disabilities  
June 30, 2021



# Today's Topic

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## **ISP Service Summary & Prior Authorization Connection**

- Adjusting and/or Removing Existing Service Lines

# ISP Service Summary & Prior Authorization Connection

## 6 Common Reasons for ISP Service Summary Lines Adjustments/Removal

- A recommendation from an evaluation
- Moving funding from one service to another service
- Mid-year provider changes
- An incorrect service approval
- A service no longer wanted by the participant/individual
- Moving from traditional service delivery to participant direction (PD) or vice versa

**Key Tip:** Services approved in the Service Summary should not be removed while processing a Version Change (ISP Amendment/Update).

# ISP Service Summary & Prior Authorization Connection

## Service Summary Lines: Approved and Unapproved

Approved

<input type="checkbox"/>	Service Description	Detailed Service Description
<input type="checkbox"/>	Community Access	Community Access - Group

Annotations: **DO NOT REMOVE** (points to checkbox), **LOCKED** (points to dropdown)

Unapproved

<input type="checkbox"/>	Service Description	Detailed Service Description
<input type="checkbox"/>	Community Access	Community Access - Group

Annotations: **REMOVABLE** (points to checkbox), **ADJUSTABLE** (points to dropdown)

Dropdown menu items:

- Community Access - Group
- Community Access - Group - Co-Employer
- Community Access - Group - Self-Directed
- Community Access - Individual
- Community Access - Individual - Co-Employer
- Community Access - Individual - Self-Directed

Buttons: Remove Service, Add New Service

# ISP Service Summary & Prior Authorization Connection

## “The Connection”

### Service Summary

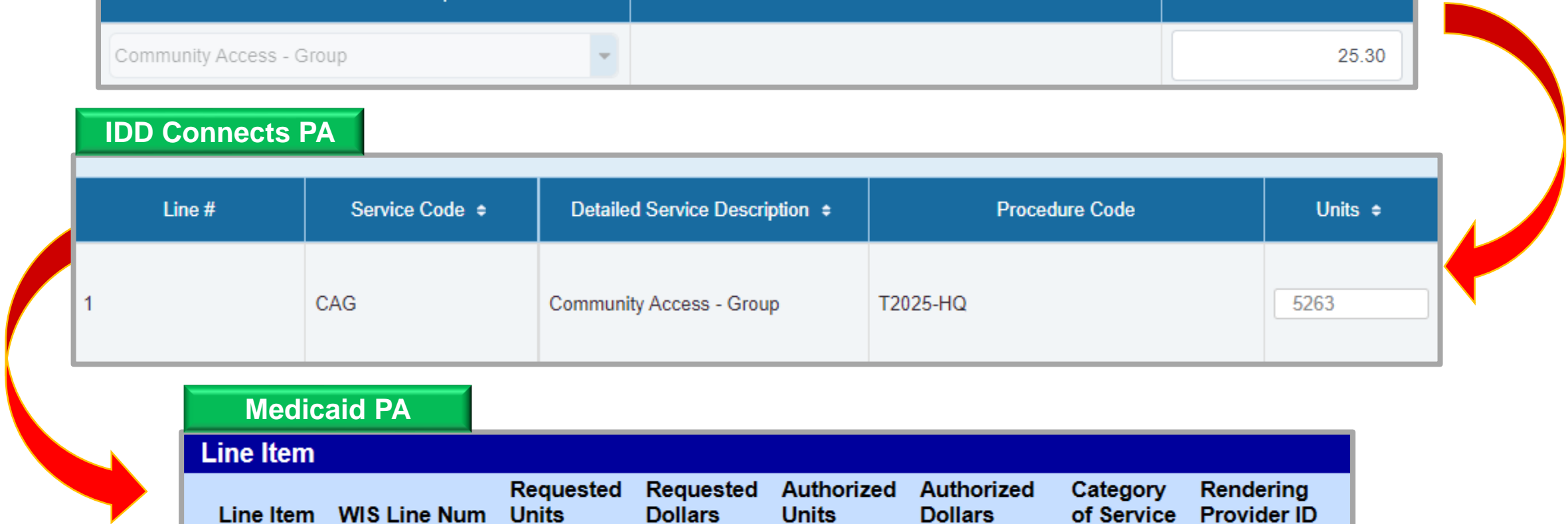
Detailed Service Description	Recommendation From/Date	Amount
Community Access - Group		25.30

### IDD Connects PA

Line #	Service Code	Detailed Service Description	Procedure Code	Units
1	CAG	Community Access - Group	T2025-HQ	5263

### Medicaid PA

Line Item							
Line Item	WIS Line Num	Requested Units	Requested Dollars	Authorized Units	Authorized Dollars	Category of Service	Rendering Provider ID
01		5263	\$0.00	5263	\$17,946.83	681	9A

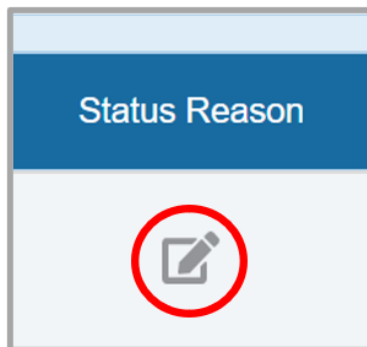


# “The Connection”: Common PA Errors

## Duplicate Line

**General Description:** A Medicaid system error notification that targets two or more service lines containing the *same procedure code/modifier*, *same provider Medicaid ID* and the *same or overlapping date(s) of service*.

Line #	Procedure Code	Start Date	End Date	Provider Medicaid ID
1	T2025-HQ	01/01/2021	12/31/2021	123456789AA
2	T2025-HQ	01/01/2021	12/31/2021	123456789AA



**Status Reason** ✕

Error Code	Error Description
085	Duplicate details on PA. Can Not Update

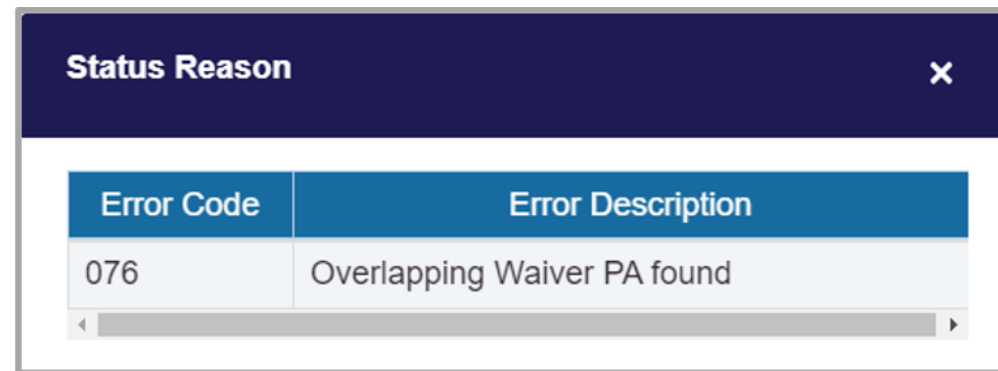
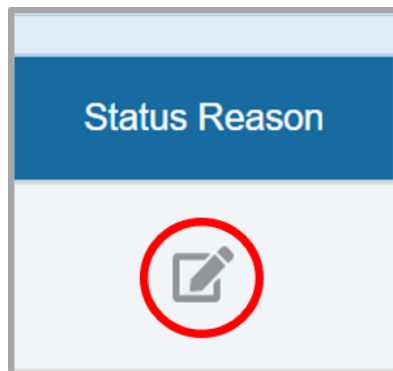


# “The Connection”: Common PA Errors

## Overlapping PA

**General Description:** A Medicaid system driven error notification that targets an incoming PA for a member with **existing waiver PA** currently in the system with the **same or overlapping date(s) of service**.

IDD PA Number	PA Status	Funding Source	Effective Date	Expiration Date
<a href="#">11111</a>	Rejected	COMP	05/01/2021	12/31/2021
<a href="#">22222</a>	Approved	NOW	01/01/2021	12/31/2021



# “The Connection”: Common PA Errors

## Overlapping PA Continued

**General Description:** A Medicaid system driven error notification that targets an incoming PA for a member with **existing waiver PA** currently in the system with the **same or overlapping date(s) of service**.

IDD PA Number	PA Status	Funding Source	Effective Date	Expiration Date
<a href="#">11111</a>	Rejected	COMP	05/01/2021	12/31/2021
<a href="#">22222</a>	Approved	NOW	01/01/2021	04/30/2021

Medicaid PA Service Line			
Line Status	Funding Source	Effective Date	Expiration Date
Removed from IDD Connects	NOW	01/01/2021	12/31/2021

# Recommendations from Evaluations

Recommendations from evaluations can often result in a version change or appear in the Service Summary while a version change is being completed for reasons outside of a clinical recommendation. The recommendations can also target an approved services that is currently in the Service Summary. The original, approved service(s) should not be removed in case of a service duplication. The original, approved service can be adjustment, 'Amount', 'Frequency' and/or 'Duration of Service' to capture the elements of the recommendation.

Detailed Service Description	Recommendation From/Date	Amount
Community Access - Group <b>APPROVED</b>		5.00
Community Access - Group <b>DUPLICATE</b>	EVAL - Behavioral - 05/18/2021	20.00



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# Recommendations from Evaluations Continued

**Step 1:** Identify the duplicate service line.



Detailed Service Description	Recommendation From/Date	Amount
Community Access - Group <b>APPROVED</b>		5.00
Community Access - Group <b>DUPLICATE</b>	EVAL - Behavioral - 05/18/2021	20.00

**Step 2:** Review and compare the 'Amount' for both lines.

Detailed Service Description	Recommendation From/Date	Amount
Community Access - Group <b>APPROVED</b>		 5.00
Community Access - Group <b>DUPLICATE</b>	EVAL - Behavioral - 05/18/2021	 20.00

# Recommendations from Evaluations Continued

**Step 3:** Increase the amount on the approved line.

Detailed Service Description	Recommendation From/Date	Amount
Community Access - Group <b>APPROVED</b>		 20.00
Community Access - Group <b>DUPLICATE</b>	EVAL - Behavioral - 05/18/2021	 20.00

Navigation: 1 | 10

**Step 4:** Remove the duplicate line.


Detailed Service Description	Recommendation From/Date	Amount
Community Access - Group		20.00

Navigation: 1 | 10


# Moving Funding from One Service to Another Service

Adjust units accordingly without removing and re-adding service lines. In the example below, \$2,000 was moved from Community Access – Group – Self Directed and added to Community Access – Individual – Self Directed.

		Before
Detailed Service Description	Recommendation From/Date	Amount
Community Access - Group - Self-Directed		2752.00
Community Access - Individual - Self-Directed		11737.00



		After
Detailed Service Description	Recommendation From/Date	Amount
Community Access - Group - Self-Directed		752.00
Community Access - Individual - Self-Directed		13737.00



# Mid-Year Provider Changes

No change is needed to the Service Summary. The provider change will be reflected on the prior authorization.

Detailed Service Description	Recommendation From/Date	Amount
Community Access - Group		25.30

## Prior Authorization

Line #	Procedure Code	Start Date	End Date	Provider	Provider Medicaid ID
1	T2025-HQ	01/01/2021	6/30/2021	PROVIDER A	123456789AA
2	T2025-HQ	07/01/2021	12/31/2021	PROVIDER B	987654321BB

# Incorrect Service Approval

In the example below, 'Community Access Group' or 'CAG' was approved in the original ISP. The intended service was 'Community Access – Group – Self-Directed' or 'CAG-SD'. The original, approved service, 'CAG' should remain in the service summary. The service, 'CAG-SD' will be added.

<input type="checkbox"/>	Service Description	Detailed Service Description
<input type="checkbox"/>	Community Access	Community Access - Group
<input type="checkbox"/>	Community Access	Community Access - Group - Self-Directed



**DO NOT REMOVE**



# A Service No Longer Wanted by the Participant/Individual

In the example below, 'Community Access Group' or 'CAG' was approved in the original ISP. The participant/individual no longer has desire to have 'CAG' and now wishes to receive 'Community Access – Individual'. The original, approved service, 'CAG' should remain in the service summary. The service, 'Community Access – Individual' will be added.

<input type="checkbox"/>	Service Description	Detailed Service Description
<input checked="" type="checkbox"/>	Community Access	Community Access - Group
<input type="checkbox"/>	Community Access	Community Access - Individual

**DO NOT REMOVE**

# Moving from Traditional Service Delivery to Participant Direction

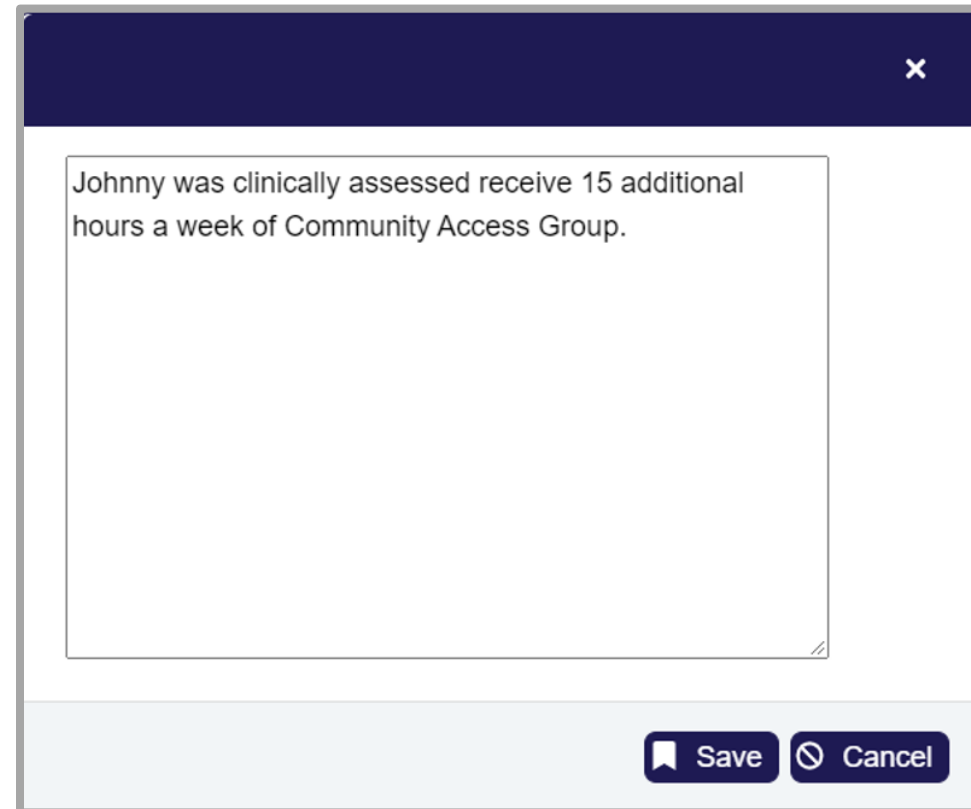
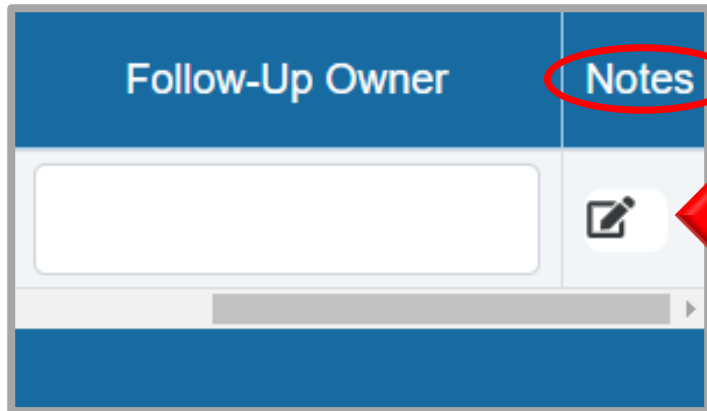
In the example below, 'Community Access Group' or 'CAG' was approved in the original ISP. The individual no longer desires to receive 'CAG' with a traditional provider and has expressed interest in self-directing this service. The original, approved service, 'CAG' should remain in the service summary. The service, 'Community Access – Group – Self-Directed' or 'CAG-SD' will be added.

<input type="checkbox"/>	Service Description	Detailed Service Description
<input checked="" type="checkbox"/>	Community Access	Community Access - Group
<input type="checkbox"/>	Community Access	Community Access - Group - Self-Directed

**DO NOT REMOVE**

# Service Summary: Service Line Notes (Optional)

Adding notes to each service line in the Service Summary to address adjustments and/or track changes is recommended but not mandatory.



# IDD Connects Live Demonstration



Georgia Department of Behavioral Health and Developmental Disabilities

Login

*Fields marked \* are required*

User Name \*

Password \*

Show Password

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DBHDD

# Questions

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