I/DD PROVIDER MEETINGS FEBRUARY 2020

BE D·B·H·D·D

Georgia Department of Behavioral Health & Developmental Disabilities

Presented by Director Ron Wakefield and DBHDD

D·B·H·D·D

Today's agenda

Welcome and Updates from DBHDD

Behavior Supports

Outcome Resolution Coordinators

Image

IDD CONNECTS and ISP Updates

Q&A and Wrap Up

Positive Behavior Support Services Updates

Michelle E. Ford, Ph.D.

Manager of Statewide Behavioral Services

Office of Health and Wellness

February 2020

Georgia Department of Behavioral Health
& Developmental Disabilities

D·B·H·D·D

Central Behavior Supports Mailbox

Behavior.supports@dbhdd.ga.gov

Questions/Concerns/Observations/Feedback:
• Behavior Support Service delivery
• Clinical Oversight
• New behavior provider inquiries by region
• Resources

Request for Additional Behavior Support Service Units

To request additional behavior support services units/hours,

- The approved behavior support services provider submits a request to the Regional Behavior Analyst (RBA).

- The Regional Behavior Analyst (RBA) reviews behavior provider's documentation of use of existing behavior units to ensure hours have been utilized appropriately to complete necessary components of the behavior services. Questions will be addressed with the behavior provider as needed.

  - Review of behavior support plan/functional behavior assessment/crisis safety plan
  - Review of data analysis summaries and graphing.
  - Review of monthly progress notes with documentation of behavior tasks completed and utilization of time.
  - Review of staff training rosters with documented time for completion of trainings.
  - Review of any fidelity monitoring forms if available.

- The RBA completes the *Request for Clinical Review for Additional Behavior Support Service Hours Form* (Note: this RCR is not yet in the IDD-Connects).

- The Manager of Behavioral Services reviews/signs.

- The Regional Services Administrator (RSA) or I&E Manager for reviews/signs.

- The RSA or I & E Manager forwards to the Operations Analysts for processing to add additional units to be added to the PA.

- The Operations Analyst (OA) will notify support coordination and initiate a request for an ISP version change in IDD-Connects in order to add the additional approved units/hours.

Regional Behavior Analyst Team

Region 1
Stacey Lane **(Lead BCBA**)　　　　Stacey.Lane@dbhdd.ga.gov　　　　404-683-7011
Melanie Curt-Sugar (Part Time)　　Melanie.Curtsugar@dbhdd.ga.gov　　404-291-5091

Region 2
Sherell Ellis　　　　　　　　　　　Sherell.Ellis@dbhdd.ga.gov　　　　706-726-2450

Region 3
Davina Blair　　　　　　　　　　　Davina.Blair@dbhdd.ga.gov　　　　470-277-1195

Region 4
Annie Fawcett　　　　　　　　　　Annie.Fawcett@dbhdd.ga.gov　　　　229-200-3928

Region 5
Susan Bradley　　　　　　　　　　Susan.Bradley@dbhdd.ga.gov　　　　404-831-4057

Region 6
Beth Foster-Marone **(Lead BCBA)**　Beth.Foster@dbhdd.ga.gov　　　　404-673-0504

Initiatives for PBS System Change—In Process

Increase Network of Providers through Education	Increase Network of Providers through Education and Support	DBHDD Trainings	Provide tools & resources to enhance skills of Direct Support Professionals
Partnerships	University of Georgia	Increase in PBS training opportunities offered to Existing Providers	PBS Training Series
Georgia State University			

American Association on Intellectual and Developmental Disabilities (AAIDD) Positive Behavior Support (PBS) Training Curriculum- 3rd 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 Curriculum Training Modules

For Direct Support Staff

- Dignity and Behavior Support (Goals, Values, the ABC Model)
- Defining Behavior (What is behavior?)
- Positive Reinforcement/Negative Reinforcement (Its Effects on Behavior)
- Teaching Functional Skills (selecting meaningful, functional skills to teach)
- Role of the Environment/Choice (effects on a person's enjoyment, independence,, and problem behavior; how/when to give choices)
- Interactions (using social interactions to diffuse situations likely to result in problem behavior)
- Problem Solving (how to carry out a behavior support plan)
- Prompting (identifying and providing different prompts; teaching skills in a series of steps)
- Application of Naturalistic Teaching in Community Environments (more ways to teach during a routine day)
- Importance of meaningful day and integrated day supports (real work, integrated day supports, community activities)
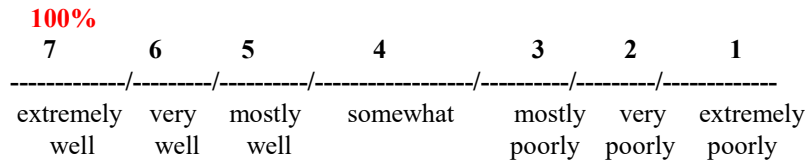
For Supervisor Trainees Only

- Staff Observation
- Feedback
- Performance Checklists
- Modeling and Training
- Problem Solving II
- Reviewing a Behavior Support Plan
- Performance Analysis

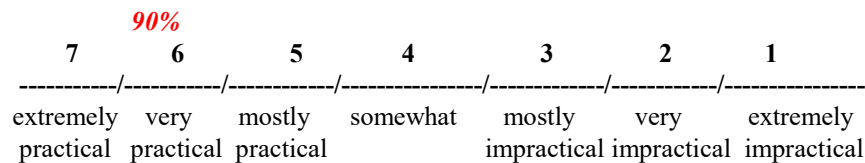**GA Feedback PBS Training and Trainer Training_2019**

1. Based on information you received before the training, how well or poorly did the training content meet what you were expecting?
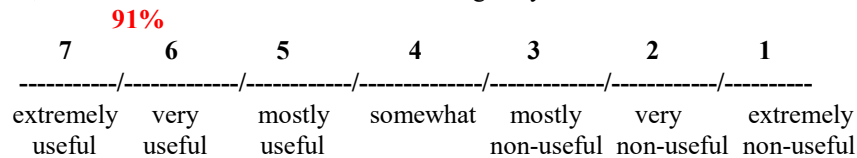
96%

```
      7         6         5         4         3        2         1
------------/---------/----------/----------/---------------/---------/------------/-------------
   extremely  very    mostly      somewhat   mostly   very    extremely
     well     well    well                   poorly   poorly   poorly
```
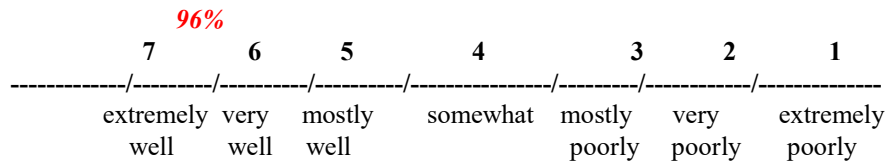
2. How well or poorly did the instructors present the material?

100%

```
      7         6         5         4         3        2         1
------------/---------/----------/------------------/----------/---------/-------------
   extremely  very    mostly      somewhat        mostly   very    extremely
     well     well    well                        poorly   poorly   poorly
```

3. How practical or impractical was the information in terms of using it in your work setting with consumers who have disabilities?

90%

```
      7          6          5          4          3          2          1
-----------/-----------/------------/----------------/-------------/------------/----------------
   extremely   very      mostly      somewhat     mostly      very      extremely
   practical practical practical                impractical impractical impractical
```

4. Overall, how useful or non-useful was the training for you?

91%

```
      7          6          5          4          3          2          1
-----------/-------------/------------/-------------/-------------/------------/----------
   extremely   very      mostly      somewhat   mostly      very      extremely
    useful    useful     useful                non-useful non-useful non-useful
```

5. Would you recommend this training to other people in positions similar to yours?

Yes: *100%*   No: *0%*

PBS Trainings 2020

March 23rd-27th, 2020
Georgia Regional Hospital Campus, Building 25
3073 Panthersville Road, Decatur, GA

April 20th-24th, 2020
East Central GA Regional Hospital- Gracewood Campus
100 Myrtle Drive, Augusta, GA

June 15th-19th, 2020
Cartersville, GA   **TBD**

July 13th-17th, 2020
Savannah, GA   **TBD**

September 21st-25th
DJJ Academy, 1000 Indian Springs Drive, Forsyth, GA

Contact:

Michelle E. Ford, Ph.D.
Michelle.ford@dbhdd.ga.gov
404-657-4387

Outcome Resolution Coordinators

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Georgia Department of Behavioral Health & Developmental Disabilities

Robert Bell

Division of Developmental Disabilities

February, 2020

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Recognize, Refer and Act –
New Process for Support Coordination
as of July 2016

Collaborate with provider FIRST
to resolve concerns, issues, deficits.

If no resolution, then elevate status to
referral for additional action

Individual Quality Outcome Measures Review

55 Questions in 7 ISP Focus Areas (*Revised tool 1/1/18*)

1. **Environment (14)**
2. **Appearance/Health (18)**
3. **Supports and Services (5)**
4. **Behavioral and Emotional (7)**
5. **Home/Community Opportunities (6)**
6. **Financial (1)**
7. **Satisfaction (4)**

Recognize, Refer and Act
Model of Outcome Evaluation

Goal is to encourage a collaborative relationship between the Support Coordinator, provider agency staff, natural supports and DBHDD staff whereby identified issues are resolved without need to escalate for corrective action.
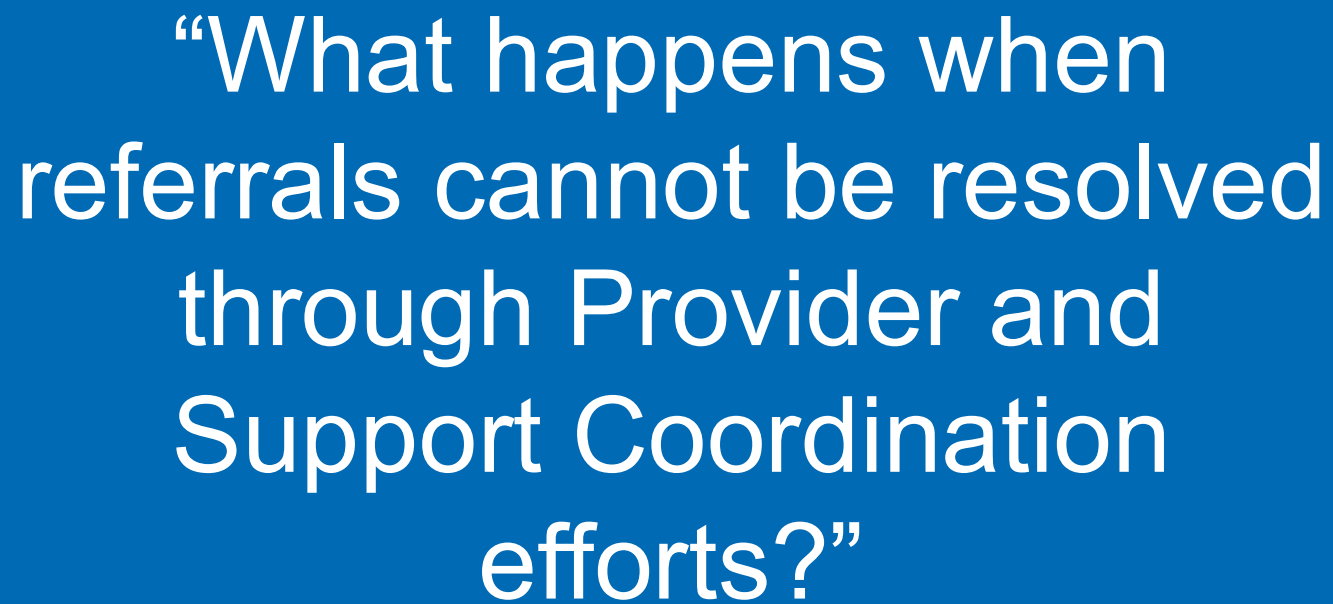
AGAIN, PLEASE NOTE:

**Opening a Coaching or Referral is NOT
necessarily a BAD THING!!!**

Provides opportunity to document collaboration efforts!

AND

**An opportunity to improve outcomes for
the waiver participant!**

Collaboration with

Outcome Resolution Coordinators

What To Expect

- Team Collaboration
- Problem Solving
- Identifying the Barriers
- Personalized Customer Service
- Liaison between Support Coordination and Providers
- Identify trends in the Community
- A Voice for *all* the Provider Agencies
- Positive Outcomes for the Individual

Outcome Resolution Coordinators

- Regions 4 and 5:
- Sasha Schallock Sasha.Schallock@dbhdd.ga.gov
- 470-249-7155

- Regions 2 and 3:
- Darletha Charleston Darletha.Charleston@dbhdd.ga.gov
- 404-244-5037

- Regions 1 and 6:
- Kerri Robertson Kerri.Robertson@dbhdd.ga.gov
- 470-249-7229

Thank You!

- Questions? Please address to:

- Robert Bell
- Director of Community Services
  - Robert.Bell@dbhdd.ga.gov
  - 404-561-4483

Incident Management and Investigations

DD Incidents Reported

9/10/19 – 1/31/20

DD Incident Types

297

94

2129
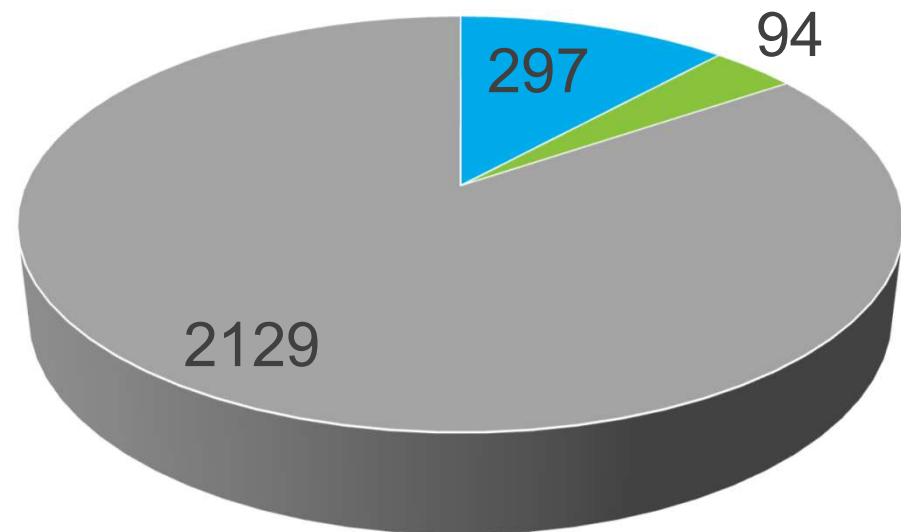
■ Abuse, Neglect, Exploitation
■ Deaths
■ Other

Deaths of Individuals with DD
9/10/19-1/31/20

Deaths of Individuals with DD

	60
	50
	40
	30
	20
	10
	0

100: Death - Expected   101: Death - Unexpected   102: Suicide   103: Death of an Enrolled Individual   104: Alleged Homicide
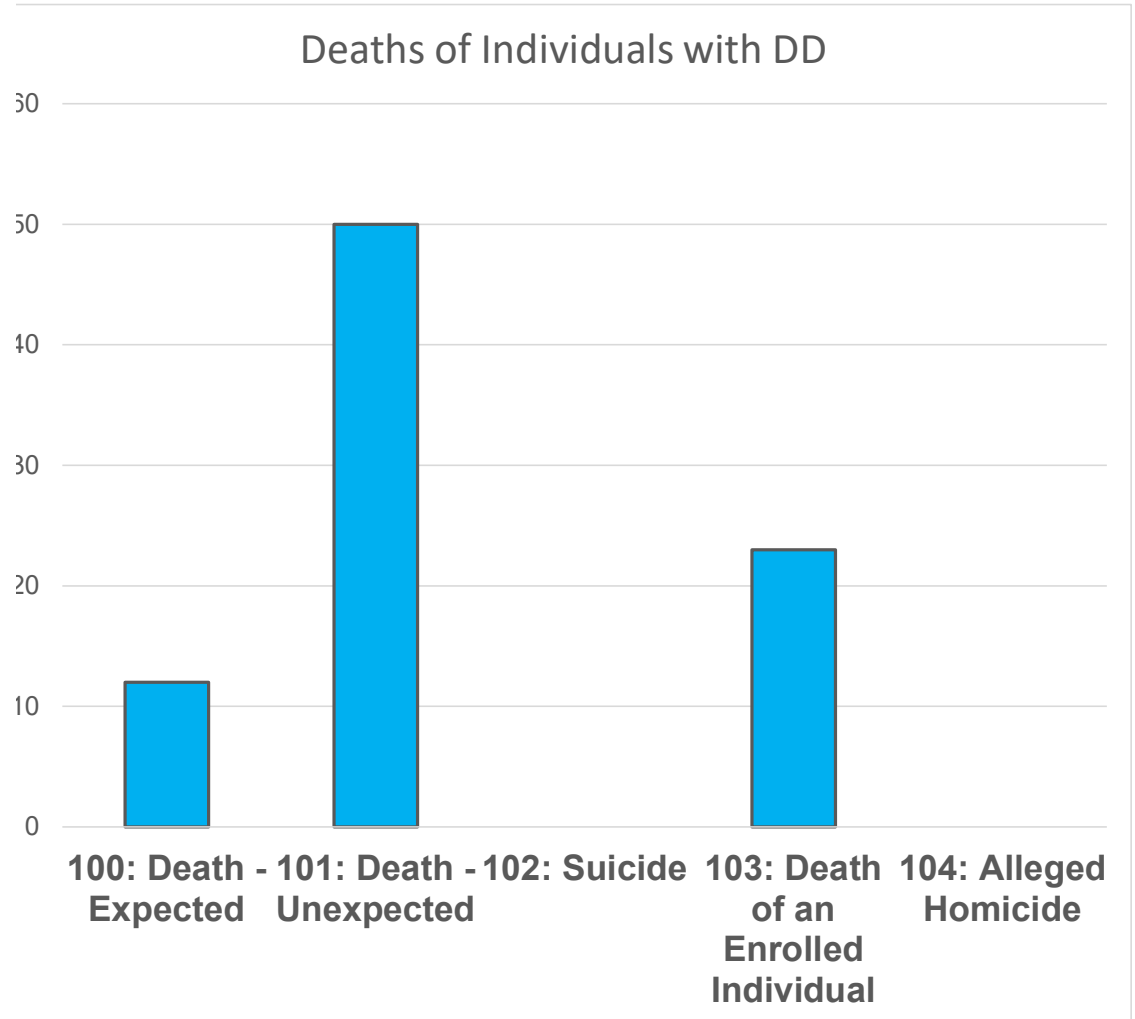
Reminders

- Incident descriptions need to be accurate and thorough
- Include all individuals and staff involved in the Persons Tab (stage 3)
- Safety Plan steps – especially around deaths
- Upload documents directly to Image
- Refer to policy 04-106, Attachment A for incident types definitions
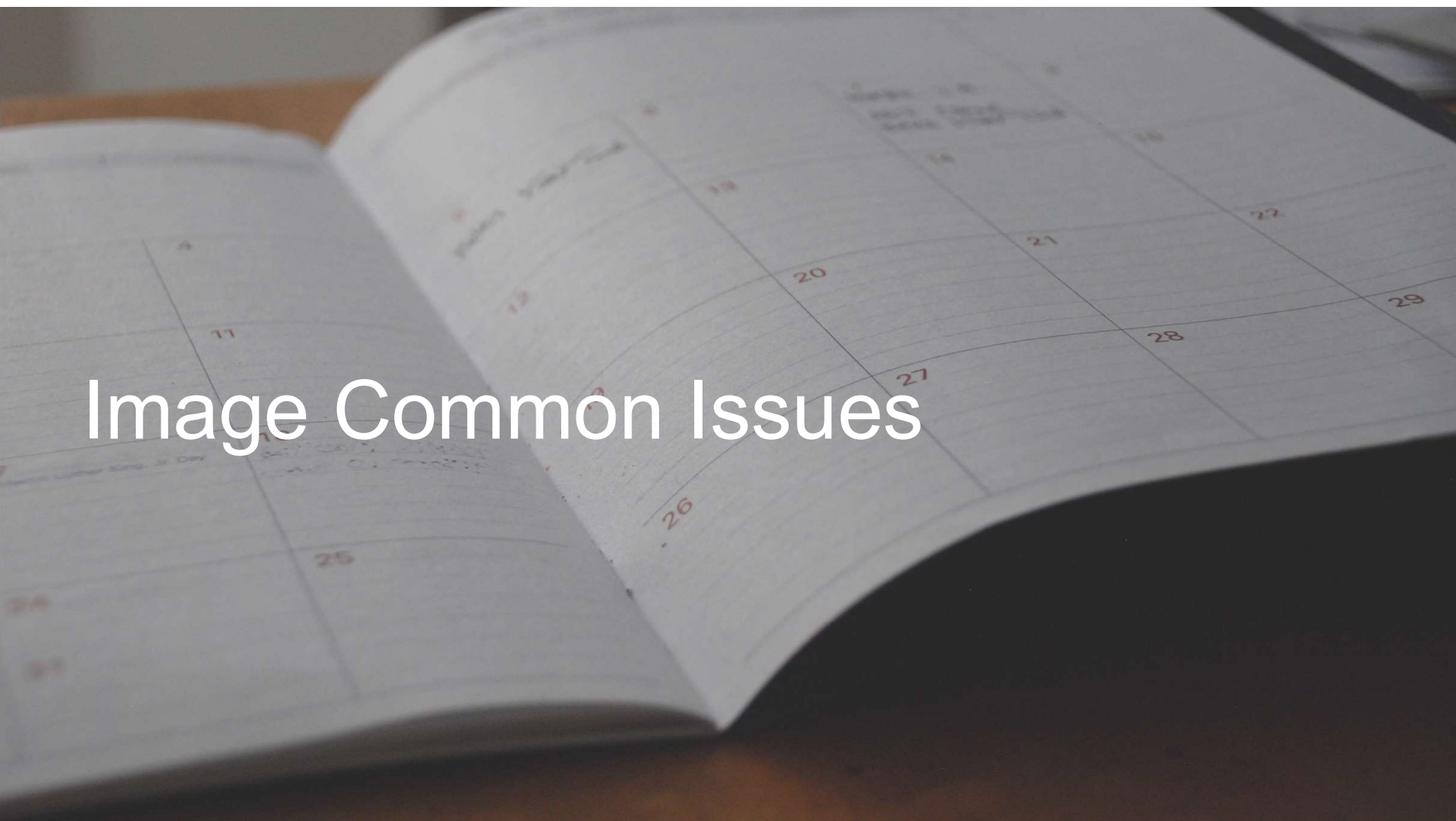
Image Common Issues

Location Issues

- When you register, select all of the locations you need access to for reporting
- If you've already registered and need new locations added to your account, email us: Image.app@dbhdd.ga.gov
- If your location is not available in Image, reach out to Beacon to be sure the location is registered and complete with them
- If the details of your location are incorrect (region, address etc.), reach out to Beacon to correct
  - Beacon: GACollaborativePR@BeaconHealthOptions.com

CID Numbers

- CID and Last Name must match what is in IDD Connects
- If getting an error, try removing or adding a space after the last name
- Try copy/paste the last name from IDD Connects
- If no CID is entered or it is incorrect, SC Agencies don't have access to the incident

Image – Corrections Needed

- On the dashboard of the team and the "owner" as "Corrections Needed"
- Email alerts are sent to the "owner"
- Supervisors can change who the IR is assigned to while in Draft or Corrections Needed status
- Details of what is needed are on Stage 5, check all sections for feedback

STAGE 3 CORRECTIONS NEEDED

Alicia Fleming

2/3/2020 10:37:27 AM

Please upload BSP and Crisis Plan. Per the Safety Plan the BSP will be reviewed, etc.

STAGE 3 CORRECTIONS NEEDED

Shardae Surmon

2/7/2020 11:00:46 AM

Please upload the ambulation and fall protocols. The incident description ends mid sentence.

- Questions? Contact the IMA listed on incident overview page

What's Next in Image

Image 1ˢᵗ Phase

- Users directly enter reports
- User friendly interface
- Safety Plan built in
- Autofill of information when possible
- Upload documents and video
- Faster alerts to Support Coordinators
- Workflow management
- Corrections and communication in Image
- Account management functions
- Dashboards
- Substantiation by individual and staff

Next Phase - Investigations in Image

- Automation of the investigative report, including the findings
- Communication with the providers regarding the investigative report
- Automated findings reviews
- Improved data reporting functions
- Designing with a plan to include CAP entry/management in the future

Image – Other Upcoming Improvements

- Provider ability to enter draft incidents for approval by provider management
- Ability to see investigation lifecycle status
- Improved alerts and ability to self-select opt in alerts
- Enhanced data reporting
- Continued improvements to user interface
- Completion of non-investigation related corrective action plans

Future Phase

CORRECTIVE ACTION PLANS

- Automation of the CAP
- Communication with the providers regarding the CAP
- Provider entry of the CAP into Image
- Improved data reporting functions

Registration, Training Materials, Guides

- Registration:
https://dbhddapps.dbhdd.ga.gov/DBHDDAppsUser/(S(o3lbheoeqk4qz535xzuindg2))/home.aspx

- DBHDD University

https://www.dbhdduniversity.com/incident-management.html

- Training materials
- Printable guides to all stages and functions

Who to Contact

- Once submitted, each incident is assigned to an "IMA"
- Their contact info is on the Incident Overview Page on the right hand side:

INCIDENT CONTACT INFORMATION

IMA

Name: Brittany Roberts

Phone: (404) 293-9702

Email: brittany.roberts1@dbhdd.ga.gov

- Image account issues, access challenges etc.:Image.App@dbhdd.ga.gov
- For questions about incident reporting: dbhddincidents@dbhdd.ga.gov
- Death investigations: Death.Comms@dbhdd.ga.gov
- ANE investigations: Office.InvestigativeServices@dbhdd.ga.gov

IDD-CONNECTS and ISP Updates

Amy Riedesel, Director of Community Services

Feb. 2020 Provider Meeting

BE **D·B·H·D·D**

Georgia Department of Behavioral Health & Developmental Disabilities

Amy R. Riedesel

Director of Community Services

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Agenda- IDD Connects

1   IDD Connects Updates

2   Data Review

3   ISPs/PAs

4   HRSTs & Additional Staffing (AS)

5   Updates from Beacon Health Options

Completed ISPs 08.23.2019-02.14.2020

	23-Aug	30-Aug	13-Sep	20-Sep	27-Sep	4-Oct	11-Oct	18-Oct	25-Oct	31-Oct	8-Nov	21-Nov	5-Dec	20-Dec	3-Jan	10-Jan	24-Jan	31-Jan	7-Feb	14-Feb
ISPs Pending Individual Approval	0	0	0	46	66	90	81	82	102	94	158	152	126	185	199	210	176	144	160	186
ISPs Pending Final Approval	0	1	32	41	47	63	84	87	71	91	77	79	66	104	105	81	81	86	81	84
ISPs Rejected by Clinical Reviewer	0	11	4	3	3	1	5	8	9	11	24	21	34	51	52	68	86	90	88	89
ISPs Pending Clinical Approval	0	82	372	917	949	898	909	929	902	953	841	857	979	1066	1081	1027	922	955	957	932
ISPs in Initiated Status	285	960	1226	1172	1138	1343	1473	1541	1551	1527	1477	1527	1537	1566	1434	1463	1529	1609	1651	1663
ISPs Approved	0	0	69	499	1205	1824	2319	2811	3366	3865	4737	5344	6010	6908	7589	8144	9210	9657	10154	10625

PA Line Tracking 08.23.2019-02.14.2020
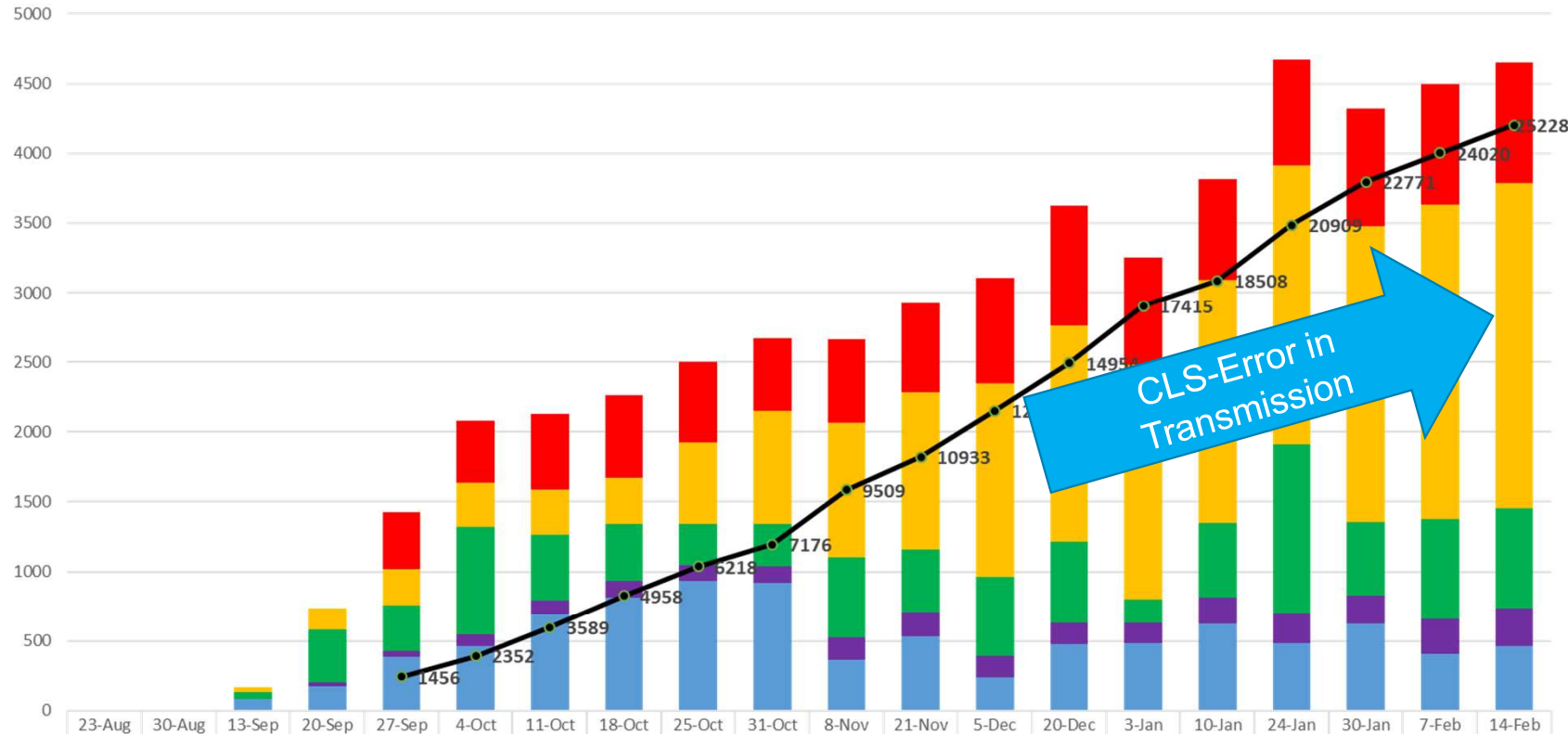
	23-Aug	30-Aug	13-Sep	20-Sep	27-Sep	4-Oct	11-Oct	18-Oct	25-Oct	31-Oct	8-Nov	21-Nov	5-Dec	20-Dec	3-Jan	10-Jan	24-Jan	30-Jan	7-Feb	14-Feb
PA SL Rejected by GAMMIS					403	441	541	590	578	519	595	640	762	859	775	725	756	841	868	864
PA SL with Error in Transmission			34	152	265	315	322	331	586	808	963	1125	1381	1547	1679	1744	2000	2126	2255	2333
PA SL Successfully Transmitted			49	381	329	776	472	412	289	301	576	449	569	587	165	534	1214	529	715	717
PA SL wth Error in Submission			1	26	40	79	99	114	113	120	160	176	155	150	152	192	216	201	251	273
PA Service Lines Submitted/Processing	2	83	175	386	465	692	817	936	918	366	534	240	479	481	621	484	625	409	462	
PA SL Approved and Accepted in GAMMIS					1456	2352	3589	4958	6218	7176	9509	10933	12902	14954	17415	18508	20909	22771	24020	25228

IDD Connects - Functional Overview

IDD Portal

Individual Portal (Public)

- ✓ Create User Account
- ✓ Submit Application
- ✓ Track Application Status
- ✓ Upload Documents
- ✓ Approve ISP changes
- ✓ Manage Account

+

Staff Portal (DBHDD, SC Agency & Providers)

- ✓ Submit Non-Online Application
- ✓ Review Application
- ✓ Determine Pre-Eligibility
- ✓ Manage Planning List
- ✓ Identify Funding & Resources
- ✓ Conduct Evaluations
- ✓ Create ISP
- ✓ Create PA
- ✓ Outcomes & Support Notes
- ✓ Appeals and Discharge
- ✓ Manage User Access
- ✓ Search Individuals
- ✓ Individual 360
- ✓ Document Management
- ✓ Tasks, Notifications & Messages

Beacon Connects

Register Providers
View PAs
Submit Claims
Send Letters

External Integrations

GAMMIS

HRST

SIS

Smarty Streets

Updates as of 02/21/2020

DMA 6 DMA 7	Hold Harmless	State Funds & Employment Express Funding	Person-centered ISP Goal
CLS- *error in transmission*	IDD-C Deployment Schedule & Updates	Support Notes IQOMR Coaching & Referrals	Monthly Maintenance Schedule

Document Uploads

- DMA6 and DMA-7's are being uploaded
- Nursing assessments, CABS, SW assessments from prior to 08.19.2019 through the present

IDD Connects & Web Browsers

Clear Cache in Browser (Ctrl+Shift+Delete)

IDD Connects Maintenance

Web Browser Usage

Beacon Scheduled Maintenance

- Beacon Monthly Back-ups- 1st weekend of each month

March 20/21—April 10/11—May 1/2– June 6/7– July 4/5-- August 1/2– Sept. 5/6– Oct. 3/4 – Nov. 7/8 – Dec. 5/6

- IDD-Connects releases into deployment- **3-week rotation**

    -2/21/2020 was last deployment

Communication Updates

- Provider newsletter
- E-blasts after deployments
- Provider web-ex meeting Thursday following deployment (3-week deployment schedule)
- Georgia ASO Collaborative website for tolls and resources
- Additional in-person and web-ex trainings for providers on IDD Connects and ISP/PAs
  - *to be announced later this spring*

IDD Connects and State Funds

- State funds still under construction in IDD Connects
  - Includes Employment Express Funding
- Continue to bill with MIERS for state funds
- Continue to bill Highland or Pineland for Employment Express funds

ISP Goal
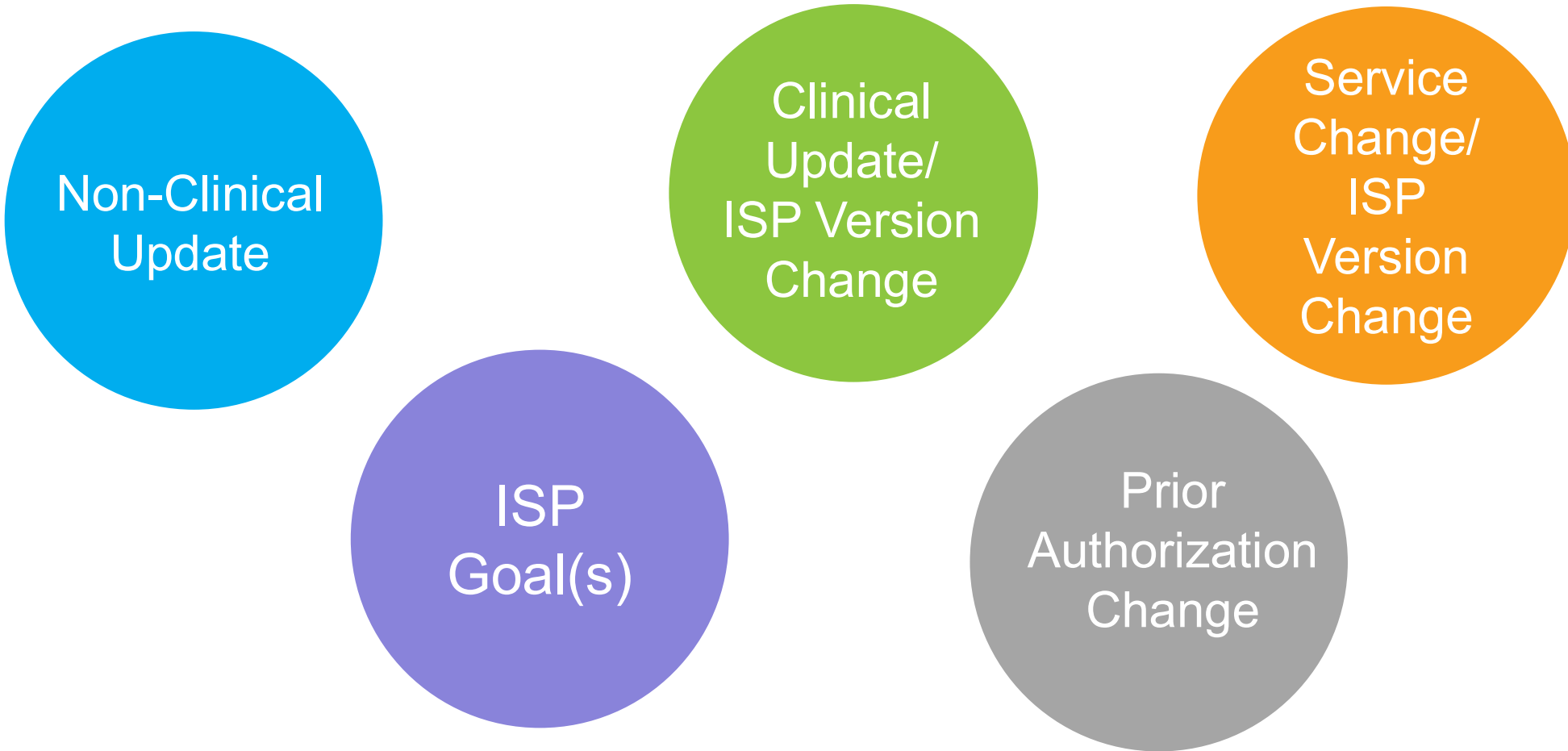
- In Policy and IDD-Connects
  - Minimum 1 person-centered goal per ISP
  - No longer a goal per service in ISP
  - Individual can choose to have as many goals as they choose based on what is important to them
  - Training via web-ex on person-centered goal
    - TBD—Spring 2020

Support Notes/ IQOMR/ Coaching & Referrals

- Deployment 2/21/2020- providers <u>read-only</u> access to:
  - Support Notes *(8.19.2019 forward)*
  - IQOMR
  - Coaching and Referrals

ISP

Updates for Individual Service Plans- ISPs

Non-Clinical Update

Clinical Update/ ISP Version Change

Service Change/ ISP Version Change

ISP Goal(s)

Prior Authorization Change

ISP Process Flow
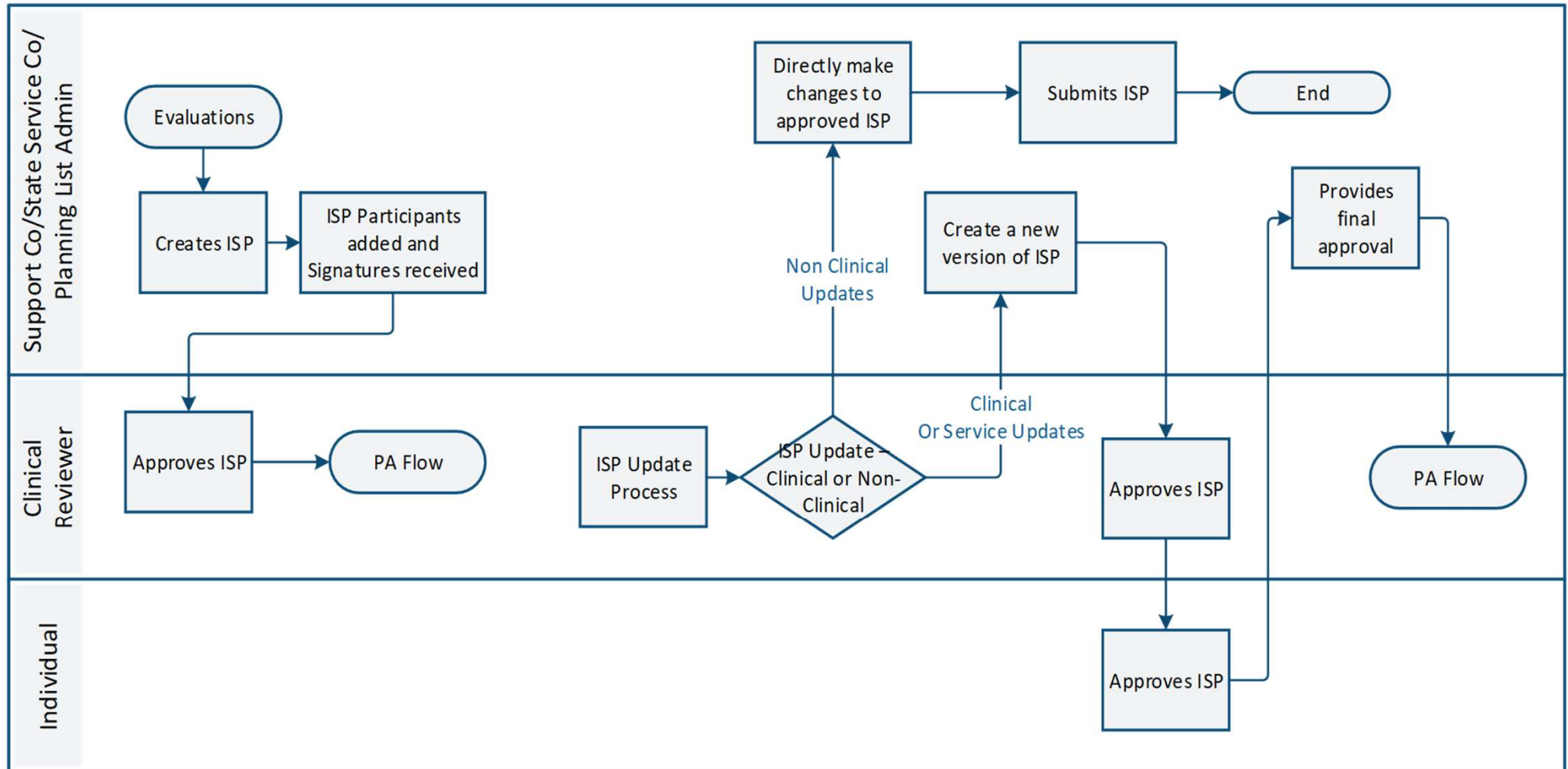
Non-Clinical Updates to ISP

Non-Clinical Updates to ISP

SC can make updates to any content in the **Goal** **section**

- Employment information

- Goal(s)

- Strength(s)

- Action Plan(s)

Clinical Updates to ISP

Reasons for Clinical Updates Include:

Update Social Work Assessment

Update Behavioral Assessment

Update Nursing Assessment

Update Health Risk Screening Tool

Update Supports Intensity Scale

Service Change Approval via ISP Clinical Reviewer

Update Current Needs Information

Clinical Updates vs. Non-Clinical Update

- Result in **ISP Version Change** *(used to be known as an ISP addendum)*

- Require **ISP Clinical Review (***by DBHDD Field Office***)**

- Require **Individual Approval**

- Require **Provider Approval** if Services/Provider Change

Clinical Updates to ISP

- Changes to Clinical Recommendations may result in PA changes
  - New services may be recommended
  - Changes in amount of service may be recommended

- Approved ISP will be saved as a new **"Version"** of the ISP

Service Changes Permitted via ISP Version Change

Move from crisis home into CRA

Moving from one CRA to another CRA

Exiting school, new need for CAG/CAI (already in waiver)

Has less than max CAG and desires additional hours

Change from CAG to CAI

Change from full Prevoc to full CAG

New request for Prevoc

Discharge from GVRA, Adding SE

Less than max SEG/SEI, needs more

Service Changes Permitted via ISP Version Change

New need for BSC/BSS with updated assessment

Need for additional BSC/BSS hours with updated assessment

New need for LPN/RN with updated assessment

Need for additional LPN/RN with updated assessment

New need for SMS or additional SMS needed up to $3800

New need for SME or additional SME needed up to $13,474 with physician order

New request for PT, OT, ST, Nutrition or additional needed

New request or additional needs for IDGC, NSE, CG

Adding Transportation

Service Changes Requiring Request for Clinical Review (RCR)

Request for Clinical Review (RCR)– Social Work

Move from independent/family home into CRA	Moving from CRA to independent/ family home with CLS	New need for CLS
Newly requesting CLS to replace time spent in "day service"	Request for full CAI in addition to full CAG	New need for CAG/CAI/PV - never had before
Change from SE to PV –never had before	New need for SME without physician order	New need for Vehicle Adaptation

Prior Authorizations

PA Process Flow
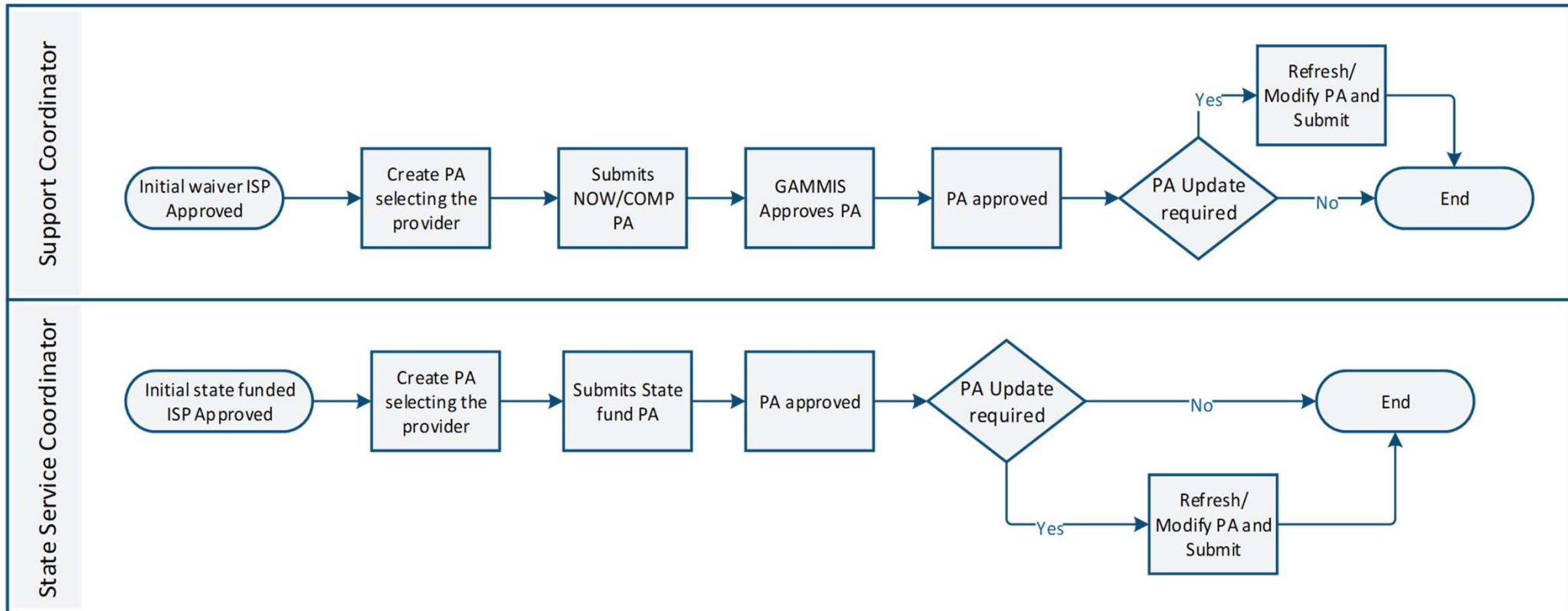
Mid Year Changes to Service Providers

If a new service provider is selected and agrees to provide services based on the current ISP:

- SC changes the Provider information on the PA

- SC submits for Field Office review and upon approval submission to GAMMIS

- No change to the ISP document needed

Individual 360

Individual 360

Contains SIS domains

Considered an extension of the ISP

Contains medications, allergies, physicians, etc.

HRST
Karen Cawthon, DBHDD

Where to find HRST and Nursing Assessments in IDD Connect

- HRST populates in IDD-C under the Evaluation Tab in the Individual Record - HRST/SIS. HRST PDF is available

- State Nursing Assessment populates in IDD-C under Evaluation Tab in the Individual Records – Discipline Specific Assessments. PDF uploaded in Documents

- Clinical Recommendations – Populate from Assessments

- Clinical Mailbox – Displays assignment status for assessments, HRST, and SIS.

IDD Connects/HRST Updates

o Uploading and Viewing Documents in IDD-C

o IDD-C Credentials used for logging into HRST

o User Role Updates in HRST: View, Rater, Clinical Reviewer, NA Editor

o Provider/Individual Association in HRST

o Resolution of duplicate individual records in HRST

o Updating Email Addresses in HRST

o HRST Support Team Manual Assignments for Rater

o Old HRST Provider and User Accounts

OHW Education/Professional Development

- **E Learning on HRST Health Tracker**
  - Handout Available

- **M Level Brochure –** Handout Available

- **Provider Nursing Assessment and HCP Training:**
  3/3 Tifton, 3/4 Macon, 4/6 Douglasville
  REGISTER ONLINE NOW

- **Physician Summit**
  May 27 and 28 at Stone Mountain

- **Nursing Symposium in 2020 at Calloway**

Additional Staffing (AS)

[formerly ARS]
Ron Singleton, DBHDD

IDD Connects:
Additional Staffing Overview

BE D·B·H·D·D

Georgia Department of Behavioral Health & Developmental Disabilities

Ron Singleton

February 2020

D·B·H·D·D

Additional Staffing Overview Objectives

➢ Additional Staffing Service Description

➢ Additional Staffing ISP Service Summary Development

➢ Additional Staffing Prior Authorization Development

➢ Additional Staffing Medicaid Claims Submission

Additional Staffing Service Description

Additional Staffing service, once referred to as Additional Residential Staffing services, are provided on behalf of individuals with a high level of functional, medical or behavioral needs who require direct support or oversight beyond the level provided within traditional service descriptions. Additional Staffing can be utilized as an enhance staffing option in conjunction with following clinically indicated services:

➢ Community Living Supports Services
➢ Community Residential Alternative Services
➢ Community Access Group Services

Additional Staffing Rates

Service	Unit	Rate
Additional Staffing, Basic	15-Min.	$4.67
Additional Staffing, Enhanced	15-Min.	$5.01

Additional Staffing: ISP Service Summary

Additional Staffing: Prior Authorization

Potential Authorization: One Provider For All Services

Client Auth #	Line #	Service Code ⇕	Units ⇕	Start Date	End Date	Provider ⇕	Provider Medicaid ID
Community Residential Alternative		CR4	344	02/25/2020 📅	02/24/2021 📅	FALCON, INC	000000000A
Community Access Group		CAG	5760	02/25/2020 📅	02/24/2021 📅	FALCON, INC	000000000B
Additional Staffing		AR1	1152	02/25/2020 📅	02/24/2021 📅	FALCON, INC	000000000B

Only One Provider Number is Needed Per Agency for Additional Staffing

Additional Staffing: Prior Authorization

Potential Authorization: Two Providers, One Each Authorized For Additional Staffing

Client Auth #	Line #	Service Code ⇕	Units ⇕	Start Date	End Date	Provider ⇕	Provider Medicaid ID
Community Residential Alternative		CR4	344	02/25/2020	02/24/2021	FALCON, INC	000000000A
Community Access Group		CAG	5760	02/25/2020	02/24/2021	PANTHER, LLC	333333333C
Additional Staffing		AR1	6520	02/25/2020	02/24/2021	FALCON, INC	000000000B
Additional Staffing		AR1	5000	02/25/2020	02/24/2021	PANTHER, LLC	333333333C

Additional Staffing Medicaid Claims Submission

Approval for Additional Staffing with Community Residential Alternative Services Recipient

Service	Additional Staffing Hours Per Day	Units Per Day
Community Residental Alternative	6	24
Daily Total	6	24

Additional Staffing Medicaid Claims Submission

Approval for Additional Staffing with Community Residental Alternative Services and Community Access Group Recipient

Service	Additional Staffing Hours Per Day	Units Per Day
Community Residental Alternative	6	24
Community Access Group	6	24
Daily Total	12	48

Additional Staffing: Additional Billing Questions

Please contact your DXC Presentative to assist with questions regarding claims submissions.

Additional Staffing Documentation

Please review documentation requirements for Additional Staffing.

Comprehensive Supports Waiver Program Part III Chapters 1300-3600

Chapter 1700, Section 1707

Section 1707 **Documentation**

Documentation of AS services must include the following elements in the record of each participant:

1. Weekly staff schedule noting beginning and ending time of day of all AS staff

2. Specific activity, training, or assistance provided;

Beacon Health Options, Inc.

IDD Provider Meeting
February 2020

Agenda Collaborative ASO

01	Welcome
02	High Priority Issues/ Release
03	Overview of ASO, PC / IDD Portal Access, Submit an Inquiry, HRST Access, Provider File Maintenance, and Provider Enrollment
04	Training
05	Resources
06	Q&A

Introductions

- Glenn Stanton, Chief Executive Officer
- Jessica Willhite, AVP, Operations
- Sheyla Duvilaire, Director, Intellectual and Developmental Disabilities (IDD)
- Brian Erdoes, Business System Analyst (BSA)
- Jenny DeLoach, Director, Provider Relations
- Byanka Tucker, Provider Relations Manager / Trainer
- Jenn Hunt-Manchester, Provider Relations Manager / Trainer

High Priority Issues, Release, and IDD Connects Portal Data

Provider

High Priority Issues

Issue	Status	Resolution/Notes
Reports	In Progress	Regional Office would like a list of reports that are developed and under development
Individuals with Incorrect Status	In Progress	Approximately 700 remain
Various HRST Issues	In Progress	• Users logging in with legacy credentials • Users do not understand what credentials to use for which system • Data transmission/update issues
ISP date gaps	In Progress	Enhancement that is being worked on
Providers unable to see Individuals being served	In Progress	Continue to provider education and guidance to providers who are unable to see their Individuals
Provider selection on PA	In Progress	• Fewer reports of this issue. Ongoing effort to correct and adjust provider files.

2/21/20 Release

Issue Type	Issue Key	Description
Story	IDD-991	As a Provider Portal User, I should have limited access to the links available in the Outcomes and Support Notes tab
Bug	IDD-973	IDD-719_Provider is able to see other provider's referral and Coaching
Bug	IPT-375	Social Work - couple of updates required to match spec
Bug	IPT-40	Multiple Tables are missing audit field data
Bug	IPT-377	PDF of completed PCR LOC doesn't have all the filled in values
Bug	IPT-369	Duplicate coaching and referral are created - UI issue and NOT DB issue
Task	IPT-392	Data update for services_id related to referral and coaching
Task	IPT-391	Data update for application stuck at pre-eligibility status

Overview of ASO, Provider Connect / IDD Portal Access, Submit an Inquiry, HRST Access Provider File Maintenance, and Provider Enrollment

Provider

The Georgia Collaborative ASO

Administrative Services Organization (ASO) contracted with DBHDD for:

Provider Credentialing

Provider File Maintenance

Access to Provider Connect and IDD Portal

Maintains IDD Portal

Extracts Authorizations to Medicaid Portal

Pays State Funded claims

Completes Quality Review's

Authorizes Crisis Services, if applicable

Provider Connect Access

An online tool where providers can:	
• Verify eligibility for an Individual	• Register an Individual for funds*
• Submit Updates to State-funded Individual Demographic Information	• Submit Claims and View Status
• Submit Customer Service Inquiries	• Access ProviderConnect Message Center
• Access Provider Summary Vouchers (PSVs)	* Limited to Family Support Services

Account Request Form

- Needs to be completed in order to obtain log in credentials to access Provider Connect to link to IDD Connect.

- Possible that agency has access to Provider Connect, check with IT, Business Office, and UM teams to gain access.

- You will need to check IDD Portal User to activate the link in Provider Connect.

Questions? Submit an inquiry through Provider Connect

For Registration questions:

Registration Inquiry (continued)

Enter at least two of CID/SSN/Medicaid ID, Last Name, and Date of Birth:

You may use CID, SSN, Medicaid ID in this box.

Registration Inquiry (continued)

At bottom of screen, based on provider setup, certain buttons will appear, the Send Inquiry button is always available:

Member Participates in Message Center Communication with Providers? **No**

If you wish to use the ProviderConnect Message Center to communicate with this Member, please sele
message only if the Member participates in Message Center communication.)

| View Member Auths | View Member Claims | View Empire Claims |
| Enter Auth/Notification Request | Enter Claim | Send Inquiry |

Registration Inquiry (continued)

Current Member

Member ID	987654321
Effective Date	12/31/2003
Expiration Date	
Member Name	ASLAN, SUSAN
Alternate ID	111111111
Date of Birth	12/02/1979
Client	VALUE OPTIONS

Contact Details

Provider ID	123456
Provider Name	PETER TUMNUS
Contact Name (if other than provider)	

* State your reason for the inquiry.

You have 1500 characters to explain the issue, you may attach documents if necessary.

Maximum characters: 1500
You have 1500 characters left.

▸ **Attach a Document**

Click here to attach a document

Submit

Authorization Inquiry

Click on Authorization Listing or Review an Authorization:

Authorization Inquiry (continued)

If you have the client authorization number, you can input it and click on

Search, if you don't have information, you can click on View All:

Authorization Inquiry (continued)

Click on the Beacon Authorization # (left most column):

Click on Send Inquiry:

Authorization Inquiry (continued)

Current Authorization

Authorization #	01-123101-1-3
Service From	01/05/2008
Service Through	01/05/2008
Authorization Status	O – Open
Patient ID	987654321
Patient Name	ASLAN, SUSAN
Provider Name	TUMNUS, PETER

Contact Details

Provider ID	123456
Provider Name	TUMNUS, PETER
Contact Name (if other than provider)	

✱ State your reason for the inquiry.

You have 1500 characters to explain the issue, you may attach documents if necessary.

Maximum characters: 1500
You have 1500 characters left.

Attach a Document

Click here to attach a document

Submit

Linking to the IDD Portal (SSO)

Register for IDD Portal

HRST Access

You will use Provider Connect Log/IDD Portal user name to access HRST portal.

Provider File Maintenance

- Communication: Provider File Maintenance in Provider Connect
  - Active Provider File Excel document
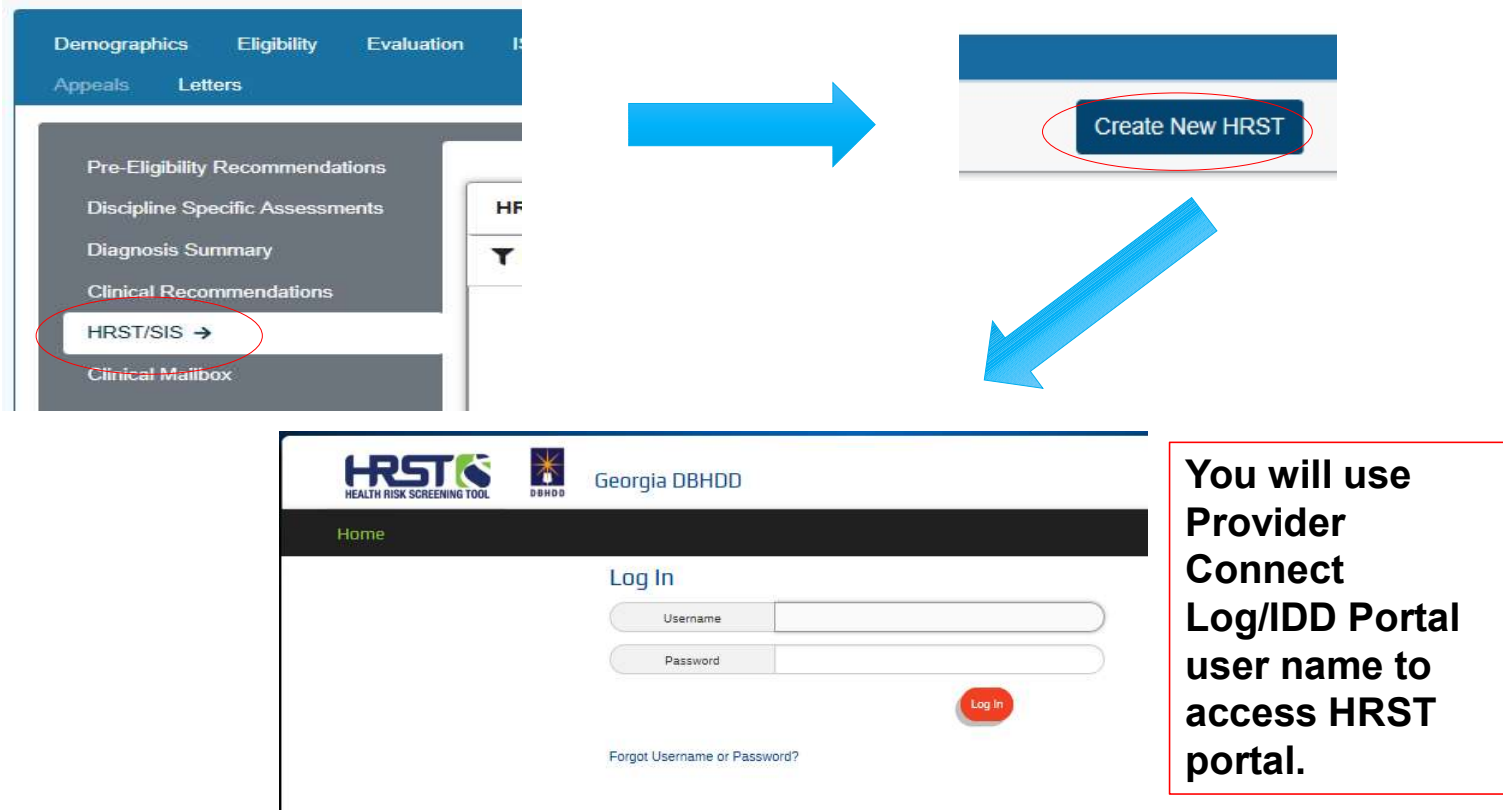 - Attestation verifying the following items are adequate or inadequate
    - ❖ Beacon Provider ID (GAC Number – GAC000012)
    - ❖ Provider Legal Name (Name used when completing application)
    - ❖ Georgia Agency Mailing Address (Where you receive mail)
    - ❖ Vendor Name/Vendor Number (ID number specific to site location – GA000222)
    - ❖ Service Address/Vendor Address (Location where services are provided)
    - ❖ Approved Service(s) (Services approved by DBHDD and DCH)
    - ❖ Medicaid Number (Assigned by DCH)
    - ❖ Fund Source (Comp/Now)

Provider File Maintenance

- Inaccurate or incomplete information can impact successful transmission of your agency's authorizations and timely payment of both Medicaid and State Funded Claims

- Complete review and return attestation as soon as possible to GACollaborativePR@beaconhealthoptions.com

- If your agency has not received a communication, please email GACollaborativePR@beaconhealthoptions.com immediately. Include the legal name of the agency, primary point of contact name, correct email address and phone number.

Provider Enrollment

Existing Provider	Change of Information (COI)	Staff Updates
DBHDD/GA Collaborative ASO Application: Agency; Individual	DBHDD/GA Collaborative ASO Change of Information (COI) Form	DBHDD/GA Collaborative ASO Staff Update Form
Site Visit (CRA and Host Homes only)	Select Change	ASO Review
Department of Community Health (DCH) Application	Site Visit (CRA and Host Homes only)	Notification by DBHDD of Approval or Denial by DCH, if applicable
Notification by DBHDD of Approval or Denial by DCH	Department of Community Health (DCH) Application (If applicable)	
	Notification by DBHDD of Approval or Denial by DCH	

- Request for Conversion
- Request to Add Counties

Let's Troubleshoot

Issue	Resolution
Cant see a PA?	In order to view a PA, there must be an approved ISP and PA in IDD Portal. For all other inquiries regarding ISP/PA please submit inquiry via Provider Connect.
I need access to Provider Connect?	Complete Account Request Form (ARF) located at www.GeorgiaCollborativeASO.com
I moved, but forgot to submit change?	Visit www.GeorgiaCollaborativeASO.com.for Change of Information forms.
I have updated my information with ASO, but there are still issues with PA?	Send Individual's name, DOB, and services to Gacollaborativepr@beaconhealthoptions.com or submit inquiry via Provider Connect.

Provider

Trainings

Upcoming Trainings/Calls

- Post Go live Provider Calls: [Register Here](#)
- Provider Trainings via Zoom

Training Date	Training Module
March 19, 2020, 11:00 AM - 12:00 PM	[Demographic Module](#)
April 30, 2020, 1:00 PM - 2:00 PM	[Evaluation Module](#)

Trainings (continued)

Training Date	Training Module
May 28, 2020, 11:00 AM - 12:00 PM	Individual 360 Outcomes and Support Notes
June 25, 2020, 1:00 PM - 2:00 PM	Documents Module
July 23, 2020, 11:00 AM - 12:00 PM	HRST/SIS

Provider

Resources

Contact Information

Questions/Concerns/Resources	Contact
Provider File Maintenance, Provider Connect / IDD Portal Access, Communication Access, Training	GAcollaborativepr@beaconhealthoptions.com
Credentialing	GACollaborative@beaconhealthoptions.com
IDD Portal, Prior Authorization (PA), Individual Service Plan (ISP)	Submit Inquiry through Provider Connect 855.606.2725
Trainings, forms, guides	www.GeorgiaCollaborativeASO.com

Provider

Questions

Thank You

BE INFORMED

Q&A and Wrap Up