



## STEP 3

### Reviewing and Approving an ISP in IDD Connects

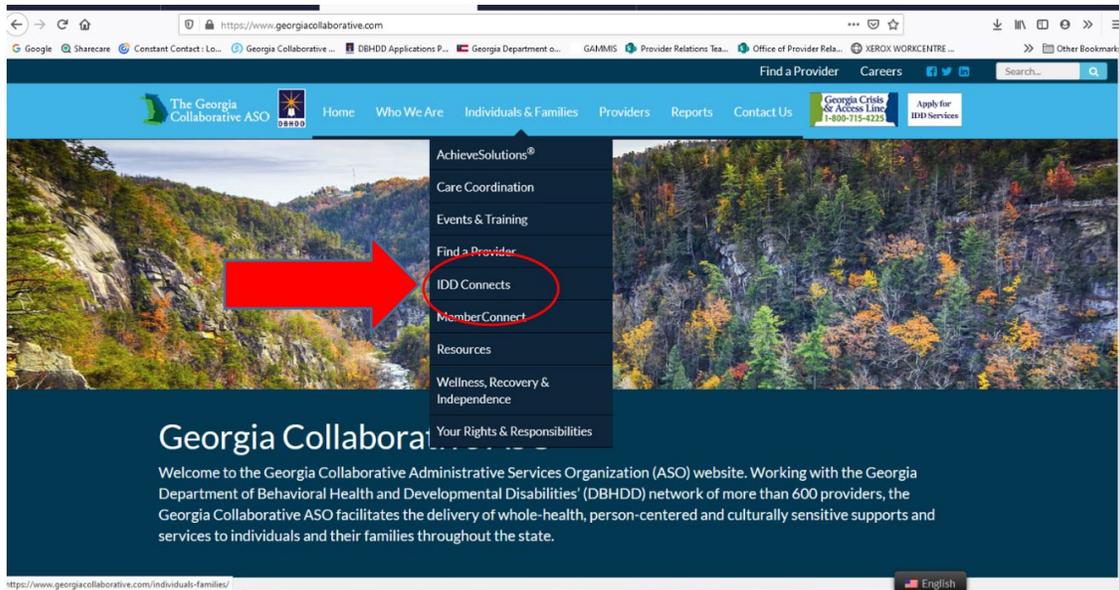
The Department of Behavioral Health and Developmental Disabilities (DBHDD) and Beacon Health Options launched the IDD Connects Case Management System in August 2019 for individuals receiving the New Options Waiver (NOW) or the Comprehensive (COMP) Supports Waiver.

This reference guide will provide step-by-step instructions for reviewing and approving an Individualized Service Plan (ISP) in the IDD Connects system. It is intended for individuals already receiving waiver services.

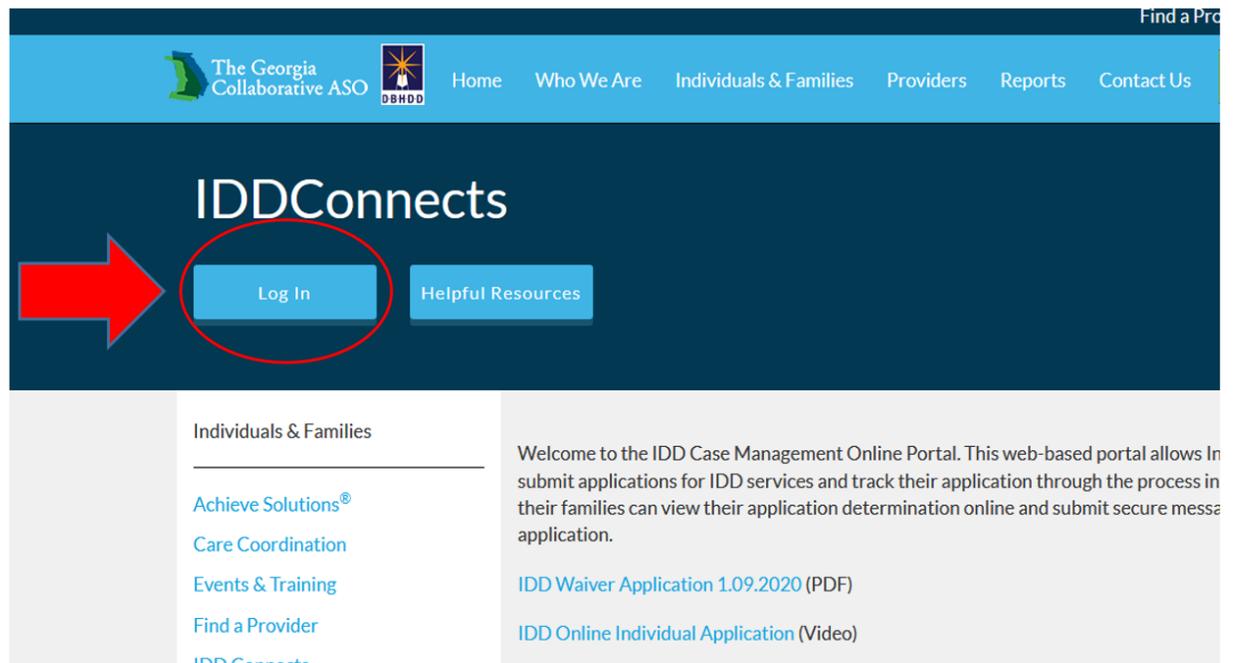
*\*\*If you would like to apply for services in the NOW or COMP Waiver Program through the DBHDD, Division of Developmental Disabilities, you can now apply online [here](#).*

**IMPORTANT NOTE: If you have not created an Individual user account in IDD Connects complete the steps identified in the “*Step 1 Creating an IDD Connects Individual New User Account*” reference guide before proceeding further.**

1. Log into the [IDD Connects Case Management System](#).
  - You can also access this portal from the [Georgia Collaborative ASO website](#) by hovering over the “**Individuals & Families**” tab and selecting “**IDD Connects**” from the drop-down menu.

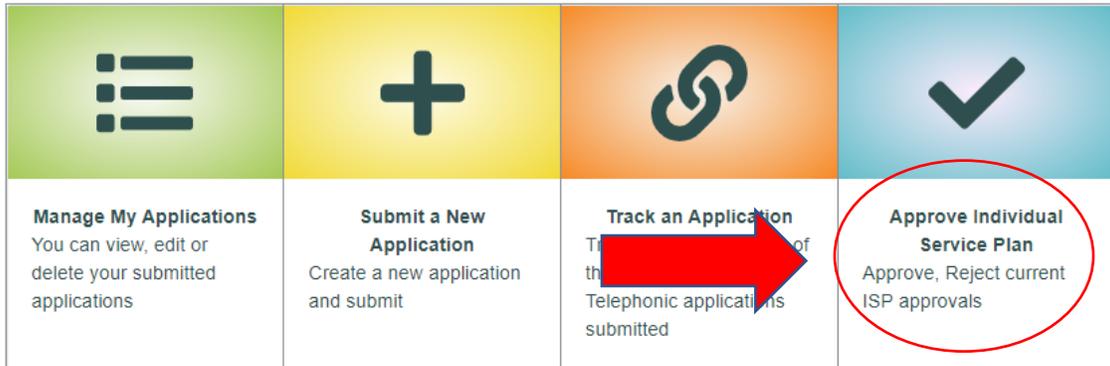


2. Once on the IDD Connects webpage, select “**Log In**” and enter your username and password.



- When you have logged in, you will be on your home page. Click the blue check box, “Approve Individual Service Plan” to review the ISP.

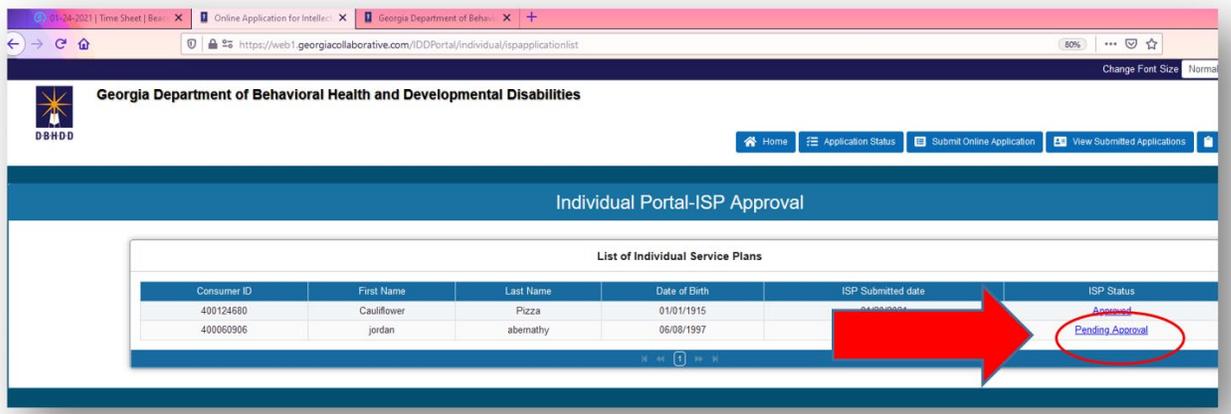
## Welcome Kathy Bonnet



The dashboard features four main navigation options:

- Manage My Applications**: You can view, edit or delete your submitted applications
- Submit a New Application**: Create a new application and submit
- Track an Application**: Track the status of Telephonic applications submitted
- Approve Individual Service Plan**: Approve, Reject current ISP approvals

- You will now see the “Individual Portal – ISP Approval” web page. Here you will click the ISP status “Pending Approval” link to access the ISP Service Summary.



The screenshot displays the "Individual Portal-ISP Approval" page. The table below shows the "List of Individual Service Plans":

Consumer ID	First Name	Last Name	Date of Birth	ISP Submitted date	ISP Status
400124680	Cauliflower	Pizza	01/01/1915		Approved
400060906	jordan	abemathy	06/08/1997		Pending Approval

- ISP APPROVAL** – In the screen shot below you will see the Service Summary of the ISP displayed. Please review it for accuracy based on what was reviewed at the ISP meeting. If you agree, select ‘Approved’ under Approval Status and then click the green Submit button. If you wish to reject the ISP, proceed to step 7 below.

**Service Summary**

Service Description	Detailed Service Description	Frequency
Adult Occupational Therapy	Occupational Therapy - Evaluations	1 Unit(s) Annually for 12 Months
Support Coordination	Support Coordination	1 Unit(s) Monthly for 1 Months
Adult Speech/Language Therapy	Speech/Language Therapy - Services	2 Hour(s) Monthly for 1 Months
Adult Occupational Therapy	Occupational Therapy - Services	1 Hour(s) Monthly for 1 Months

Approval Status  
 Approved  
 Rejected

Comments  
 Approved ISP for migrated individual through individual portal.

Approval Date: 02/01/2021  
 Approved by: caulipizza

Buttons: Back, Cancel, **Submit**

6. Once the ISP is approved, the Support Coordinator/Intensive Support Coordinator (SC/ISC) will be notified in the system and they will then complete the final ISP approval. The system will generate the Prior Authorization (PA) at that time. The SC/ISC will add the correct provider agency to each service line of the PA and it will transmit into the Georgia Medicaid Management Information System (GAMMIS). **Please allow 72-hours for the PA to appear as approved in IDD Connects.**
7. **ISP REJECTION** - In the screen shot above you will see the Service Summary of the ISP displayed. Please review it for accuracy based on what was reviewed at the ISP meeting. If you disagree with information, select 'Rejected' under Approval Status and click the green Submit button. Please contact your SC/ISC to address any questions or issues associated with the rejection of the ISP. When these are addressed, follow the directions listed above, in step 8, to accept the corrected ISP.
8. Once submitted the ISP status will change to either Approved or Rejected, depending on if you approved or rejected the ISP.

List of Individual Service Plans					
Consumer ID	First Name	Last Name	Date of Birth	ISP Submitted date	ISP Status
400124761	Kathy	Bonnet	04/27/2000	02/22/2021	<a href="#">Approved</a>

**At this point in time, an individual user will only be able to see the ISP service summary section. The service summaries do not list the names of the providers, funding, or unit amounts, etc. DBHDD and Beacon Health Options are continuing work to expand**

**individual user access to enable you to print a PDF version of the ISP and Prior Authorization.**