FAMILY SUPPORT SERVICES
Annual Provider Meeting

BE D-B-H-D-D

Georgia Department of Behavioral Health & Developmental Disabilities

Friday, June 25, 2021
11:30 am – 12:30 pm

Amy Riedesel, Director of Community Services
Barbara (Babs) J. Hall, Family Support Manager
## Agenda

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<thead>
<tr>
<th>Welcome &amp; Introduction</th>
<th>Requesting Technical Assistance</th>
</tr>
</thead>
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<tr>
<td>Closing-out FY2021</td>
<td>Future Programmatic Changes</td>
</tr>
<tr>
<td>Contracts for FY2022</td>
<td>Resources</td>
</tr>
<tr>
<td>Review of Billing in Beacon ProviderConnect</td>
<td>Questions</td>
</tr>
</tbody>
</table>
The purpose of state-funded Family Support Services (FSS) is to assist individuals with a diagnosed intellectual and/or developmental disability to maintain a cohesive family unit while living at home in a community setting.

**DBHDD Policy 02-401**

https://gadbhdd.policystat.com
State funds paid to organizations are a benefit for those individuals who meet the diagnostic and additional eligibility criteria established by DBHDD.

DBHDD establishes the annual support service limit for individuals who meet DBHDD criteria and qualify for services they are eligible to receive.

DBHDD is the payor of last resort.

Providers vigorously pursue payment for services from all payor sources so that state funds can be maximized to meet the needs of individuals that have been determined eligible for Family Support Services.

Providers cannot provide services or goods that are listed on the Non-Covered Goods and Services List.
FY2021 End-of-Year Close-out for FSS
The last date to provide billable FSS services for FY2021 was Wednesday, June 30, 2021.

All claims for FSS in FY2021 must be submitted in Beacon ProviderConnect no later than Tuesday, September 28, 2021.

Unused funds from your FY2021 budget will not roll over to your FY2022 budget.
FSS Contracts for FY2022
FSS Contracts for FY2022

• Contracts will continue to be sent to FSS Providers in the coming weeks for review and signatures.

• FSS Provider can begin providing FY2022 services on July 1st.
  o Funds for FY2022 will be pre-loaded and available in Beacon ProviderConnect.
  o Your budget accumulator will not be accurate as of July 1st.

• Each provider is strongly encouraged to review the counties that their organization is approved to serve for FSS and Autism FSS.
  o Changes to counties served must be managed through the GA ASO Collaborative.
Restoration of FSS Funding in FY2022

• Legislature approved the restoration of $4.7 million to FSS for FY2022

• The funds were allocated to providers as follows:
  o Region 1 FSS Providers – 15% increase
  o Region 2 FSS Providers – 15% increase
  o Region 3 FSS Providers – 25% increase
  o Region 4 FSS Providers – 15% increase
  o Region 5 FSS Providers – 15% increase
  o Region 6 FSS Providers – 15% increase

• The additional 10% allocated to Region 3 is based on the higher percentage of individuals on the Planning List in Region 3.
Restoration of FSS Funding in FY2022

Percentage of Individuals on the Planning List for NOW & COMP Waivers by Region
Contract Expectations

• It is DBHDD’s expectation that providers offer the complete menu of services available through the FSS program, either as direct or brokered services.

• We are receiving feedback from the field that families are requesting to change providers because some providers are not consistently offering the full menu of services as outlined in policy.

• Please review DBHDD Policy 02-409 for a listing of the complete menu of services.
Review of Billing for FSS in Beacon ProviderConnect
Application Fees for FSS

**Initial Fee**
- CPT Code – T1999
  - Modifier 1 – DD
  - Modifier 2 – F1
- Billable Admin Fee – $250
- Supporting Documentation:
  - Initial application for FSS
  OR
  - Individual Family Support Plan (IFSP)

**Annual Fee**
- CPT Code – T1999
  - Modifier 1 – DD
  - Modifier 2 – F2
- Billable Admin Fee – $150
- Supporting Documentation:
  - Renewal application for FSS
  OR
  - Annual Individual Family Support Plan (IFSP)
Administrative Fees for FSS

Direct Service

- CPT Code – T1999
  - Modifier 1 – DD
  - Modifier 2 – F3
- Billable Admin Fee – $50
- Supporting Documentation:
  - Invoice from FSS Provider
    - Must include the name of the individual receiving services

Brokered Service

- CPT Code – T1999
  - Modifier 1 – DD
  - Modifier 2 – F4
- Billable Admin Fee – $25
- Supporting Documentation:
  - Invoice from the company that provided the service
    - Must include the name of the individual receiving services
Providers can bill one direct admin fee and one brokered admin fee total per calendar month per individual.

A provider can bill one **direct** service admin fee per month in the amount of $50 if a direct service is delivered during the month. If the provider provides more than one direct service during the month, they can still only bill one $50 admin fee per month.

A provider can bill one **brokered** service admin fee per month in the amount of $25 if a brokered service is delivered during the month. If the provider provides more than one brokered service, they can still only bill one $25 admin fee per month.

If no service is provided during the calendar month, the provider cannot bill any admin fee.
Sample FSS Invoice for Administrative Fees

Here is an example of an invoice template that providers can use to attach to FSS claims when billing Administrative Fees.

1. INSERT PROVIDER LETTERHEAD (or similar heading indicating Provider details)

2. FAMILY SUPPORT SERVICES
   Administrative Fees Invoice

3. Client Name: Jane Doe
   Month for Claim: August 2020

4. Select the fee types:
   - Initial Fee ($250) – supporting documentation attached
   - Annual Fee ($150) – supporting documentation attached
   - Direct Fee ($50)
   - Brokered Fee ($25)

5. Add supporting documentation as necessary.
Direct Services vs. Brokered Services

**Direct Service:**
the FSS provider is physically delivering (or “doing”) the service

**Brokered Service:**
the FSS provider is paying someone else to deliver (or “do”) the service

*DBHDD Policy 02-409*
Examples of Direct Services vs. Brokered Services

Direct Service:
FSS Provider A is transporting John to his appointment.

Brokered Service:
FSS Provider A is paying the cost for Provider B to transport John to his appointment.

Required Supporting Documentation:
Invoice from Provider A which includes John’s name and date of transportation.

Required Supporting Documentation:
Invoice from Provider B which includes John’s name and date of transportation service paid by Provider A.
Are **supplies** billable as a direct service or a brokered service?
Examples of Direct Services vs. Brokered Services

Are **supplies** billable as a direct service or a brokered service?

Brokered Service
$25

Supporting Documentation:
Invoice for Supplies

*DBHDD Policy 02-409*
Examples of Direct Services vs. Brokered Services

Is “Community Support & Resource Connection” billable as a direct service or a brokered service?
Examples of Direct Services vs. Brokered Services

Is “Community Support & Resource Connection” billable as a direct service or a brokered service?

Direct Service $50

Supporting Documentation:
Attachment B (Policy 02-409)

DBHDD Policy 02-409
FSS Claim Submission Reminders

- Individuals receiving FSS must be registered in Beacon ProviderConnect.
- Registration is only valid for 365 days.
- Registration can occur at any time.
- Select the correct funding source: FSST or FSAU

- FSS claims should be submitted within 90 days of the date of service delivery.
- Providers are encouraged to develop an internal plan for timely claim submissions.
- Providers are encouraged to monitor total budgets closely.

- FSS claims are paid weekly.
- Providers are encouraged to utilize the reports available in ProviderConnect to monitor claims submissions, payments, denials, and overall budget expenditures on a regular basis.
Common Errors in FSS Claims Submissions

- No supporting documentation attached to the claim
- Supporting documentation does not include the name of the individual receiving services
- Supporting documentation attached to the claim is not for the correct individual
- Supporting documentation attached to the claim has a dollar amount that does not match the claim
- Individual does not have an approved IDD diagnosis entered on the claim
- Individual’s registration in ProviderConnect has expired
- Individual is not registered in ProviderConnect for the correct funding source
- Date of service on the supporting documentation does not match the date of services on the attached claim.
## Approved FSS IDD Diagnosis Codes

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<tr>
<th>ICD-10 Dx Code</th>
<th>ICD-10 Description</th>
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<tbody>
<tr>
<td>F70</td>
<td>Mild intellectual disabilities</td>
</tr>
<tr>
<td>F71</td>
<td>Moderate intellectual disabilities</td>
</tr>
<tr>
<td>F72</td>
<td>Severe intellectual disabilities</td>
</tr>
<tr>
<td>F73</td>
<td>Profound intellectual disabilities</td>
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<tr>
<td>F78</td>
<td>Other intellectual disabilities</td>
</tr>
<tr>
<td>F79</td>
<td>Unspecified intellectual disabilities</td>
</tr>
<tr>
<td>F84.0</td>
<td>Autistic disorder</td>
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</table>
## Approved FSS Procedure Codes

<table>
<thead>
<tr>
<th>Fee/Service Type</th>
<th>CPT Code</th>
<th>Modifier 1</th>
<th>Modifier 2</th>
<th>Modifier 3</th>
<th>Modifier 4</th>
<th>Service Description</th>
<th>Billing Unit</th>
<th>Rate</th>
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<tbody>
<tr>
<td>FAMILY SUPPORTS</td>
<td></td>
<td></td>
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<td>ADMIN</td>
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### LOCATION CODES:
- **Office**: 15
- **Other Place of Service**: 99
## Approved FSS Procedure Codes (continued)

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<thead>
<tr>
<th>Fee/Service Type</th>
<th>CPT Code</th>
<th>Modifier 1</th>
<th>Modifier 2</th>
<th>Modifier 3</th>
<th>Modifier 4</th>
<th>Service Description</th>
<th>Billing Unit</th>
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<td>X1</td>
<td>OTHER</td>
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**LOCATION CODES:**
- **Office:** 15
- **Other Place of Service:** 99
Submission of FSS Quarterly Reports
Submission of Quarterly FSS Reports

Reports are submitted quarterly.

Reports must be completed in their entirety prior to submission.

Completed reports are submitted through DBHDD FSS Reporting SharePoint.

If you are unable to access SharePoint, reports can be submitted via encrypted email (Barbara.Hall@dbhdd.ga.gov).

DBHDD Policy 02-214
Submission of Quarterly FSS Reports

QUARTER 1
Report is due: October 15, 2021

QUARTER 2
Report is due: January 15, 2022

QUARTER 3
Report is due: April 15, 2022

QUARTER 4
Report is due: July 15, 2022
## Family Support Quarterly Report Form

**Provider:**

**FY:**

**Quarter:** 1st

**Completed By:**

**Name and email:**

**Date:**

**Annual Budget:**

**Remaining Budget:** $0.00

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### Family Support Budget Utilization

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<th>DD</th>
<th>Autism</th>
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<tr>
<td>Direct Support</td>
<td>Administrative</td>
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<tr>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
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**$ Spent during 1st Quarter**

**$ Committed in IFSP Plans**

---

**1st Quarter**

---

**2nd Quarter | 3rd Quarter | 4th Quarter | New Enrollees | Wait List**
<table>
<thead>
<tr>
<th>Number/Reason Discharges:</th>
<th>#</th>
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<tr>
<td>Moved out of service area</td>
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</tr>
<tr>
<td>Extended hospitalization</td>
<td></td>
</tr>
<tr>
<td>Placement outside of family home</td>
<td></td>
</tr>
<tr>
<td>Loss of Eligibility</td>
<td></td>
</tr>
<tr>
<td>Non-compliance with IFSP</td>
<td></td>
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<tr>
<td>Failure to sign IFSP annually</td>
<td></td>
</tr>
<tr>
<td>Death</td>
<td></td>
</tr>
<tr>
<td>Enrolled in waiver</td>
<td></td>
</tr>
<tr>
<td>Family misconduct</td>
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</table>

Total: 0
To confirm Planning List status:

1. Contact DBHDD Regional Field Office
2. Does the individual have an existing record in IDD Connects?

### New Enrollees

<table>
<thead>
<tr>
<th>Enrollment Date</th>
<th>Last Name</th>
<th>First Name</th>
<th>DOB</th>
<th>SS#</th>
<th>On Planning List (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2000</td>
<td>Duck</td>
<td>Donald</td>
<td>3/1/1958</td>
<td>011-12-3456</td>
<td>N</td>
</tr>
<tr>
<td>Date added to Wait List</td>
<td>Last Name</td>
<td>First Name</td>
<td>DOB</td>
<td>SS#</td>
<td>Parent/Legal Guardian Name</td>
</tr>
<tr>
<td>------------------------</td>
<td>-----------</td>
<td>------------</td>
<td>----------</td>
<td>-----------</td>
<td>----------------------------</td>
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<tr>
<td>1/1/2000</td>
<td>Mouse</td>
<td>Mickey</td>
<td>4/1/1958</td>
<td>222-34-5678</td>
<td>Walt Disney</td>
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Requests for Technical Assistance
Requests for Technical Assistance

- Understanding & Applying Policy
- Challenges with Claims Submissions
- Managing Complex Cases
- Quarterly Reports and SharePoint

Barbara (Babs) Hall
Family Support Manager, Office of Community Services
Georgia Department of Behavioral Health & Developmental Disabilities
Barbara.Hall@dbhdd.ga.gov
In addition to meeting the requirements in DBHDD FSS Policy 02-409 (Environmental Modifications), questions to ask include:

- Why is the fence needed? Is the individual at risk for elopement?
- Can you provide documentation from a licensed professional (medical doctor, physical therapist, occupational therapist, etc.) stating why the fence is recommended for the individual based on their intellectual/developmental disability?
- Is it possible to obtain photographs of the intended location of the fence?
- FSS is the payor of last resort. What other resources have been explored first?
Requests for Technical Assistance with Reports

John Quesenberry
Director, Office of Decision Support, Data & Information Management
Georgia Department of Behavioral Health & Developmental Disabilities
John.Quesenberry@dbhdd.ga.gov
Future Programmatic Changes
Feedback on Future FSS Programmatic Changes

WE WANT YOUR FEEDBACK!

All providers on the FSS email contact list will receive an online survey in the coming weeks requesting feedback related to future programmatic changes.
Resources
Resources for FSS Questions

Barbara (Babs) J. Hall
Family Support Manager / Statewide Participant-direction Manager
Georgia Department of Behavioral Health and Developmental Disabilities
Office of Community Support Services, Division of Developmental Disabilities
2 Peachtree Street Northwest ● 22nd Floor, Suite 22-402 ● Atlanta, GA 30303
Email: barbara.hall@dbhdd.ga.gov  Telephone: 404-463-2114

Amy Riedesel
Director of Community Services
Georgia Department of Behavioral Health and Developmental Disabilities
Office of Community Support Services, Division of Developmental Disabilities
2 Peachtree Street Northwest ● 22nd Floor ● Atlanta, GA 30303
Email: amy.riedesel@dbhdd.ga.gov  Telephone: 470-432-8132
Questions