

# SC & ISC Training Session: ISP Version Changes

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**BE D·B·H·D·D**

Georgia Department of Behavioral Health & Developmental Disabilities

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# Today's Topics

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- ISP Version Change Policy Review
- 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)
- NOW Cost Limit

# ISP Version Change Policies

# Policies Related to ISP Version Changes

## Comprehensive Supports Waiver Program and New Options Waiver Program (Part II)

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

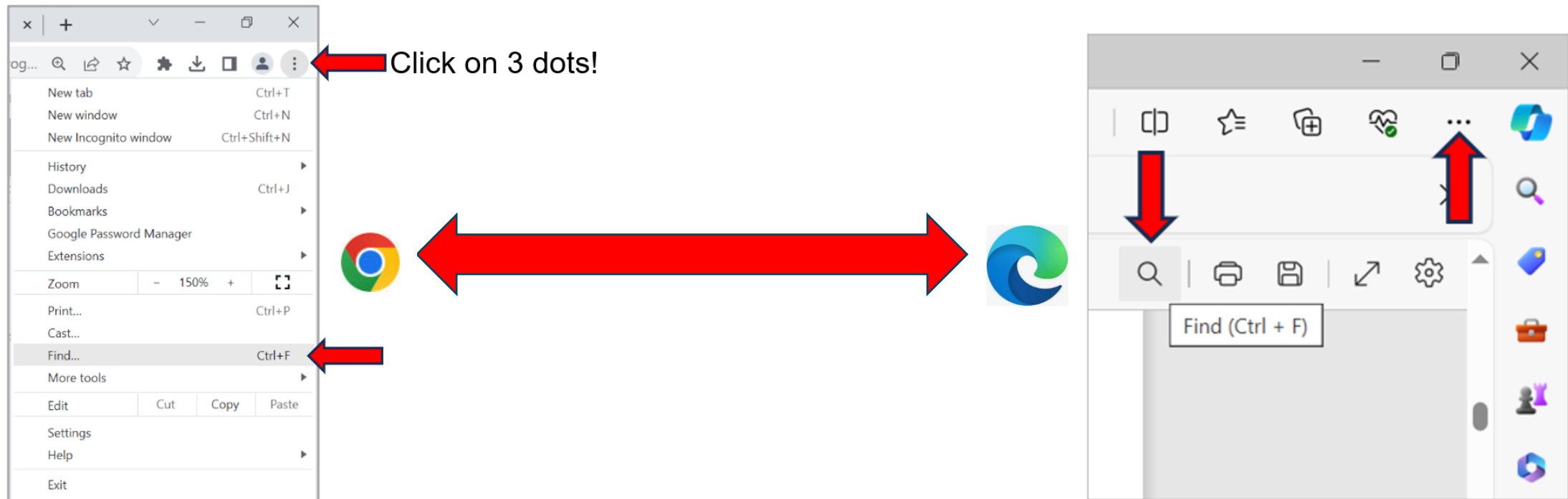
Provider Manuals (more than 150 available)				
Title	File Type	Category	Size (KB)	Release Date
Adult Protective Services Targeted Case Management	PDF	CURRENT POLICY MANUALS	758.5	10/01/2023
Adults with Aids Targeted Case Management	PDF	CURRENT POLICY MANUALS	607.4	10/01/2023
Advanced Nurse Practitioner Services	PDF	CURRENT POLICY MANUALS	2102.5	10/01/2023
Ambulatory Surgical and Birthing Center Services	PDF	CURRENT POLICY MANUALS	964.1	10/01/2023
At Risk of Incarceration Targeted Case Management	PDF	CURRENT POLICY MANUALS	526.5	10/01/2023
Autism Spectrum Disorder Services	PDF	CURRENT POLICY MANUALS	1268.4	10/01/2023
Childbirth Education Program	PDF	CURRENT POLICY MANUALS	972.5	10/01/2023
Children's Intervention School Services	PDF	CURRENT POLICY MANUALS	1261.3	10/01/2023
Children's Intervention Services	PDF	CURRENT POLICY MANUALS	2693.3	10/01/2023
Community Behavioral Health Rehabilitation Services	PDF	CURRENT POLICY MANUALS	2363.6	10/01/2023
<b>Comprehensive Supports Waiver Program and New Options Waiver Program</b>	<b>PDF</b>	<b>CURRENT POLICY MANUALS</b>	<b>3073.5</b>	<b>10/01/2023</b>
Comprehensive Supports Waiver Program Chapters 1300-3700	PDF	CURRENT POLICY MANUALS	1851.7	10/01/2023

# Policies Related to ISP Version Changes

## Comprehensive Supports Waiver Program and New Options Waiver Program (Part II)

### Information search recommendations:

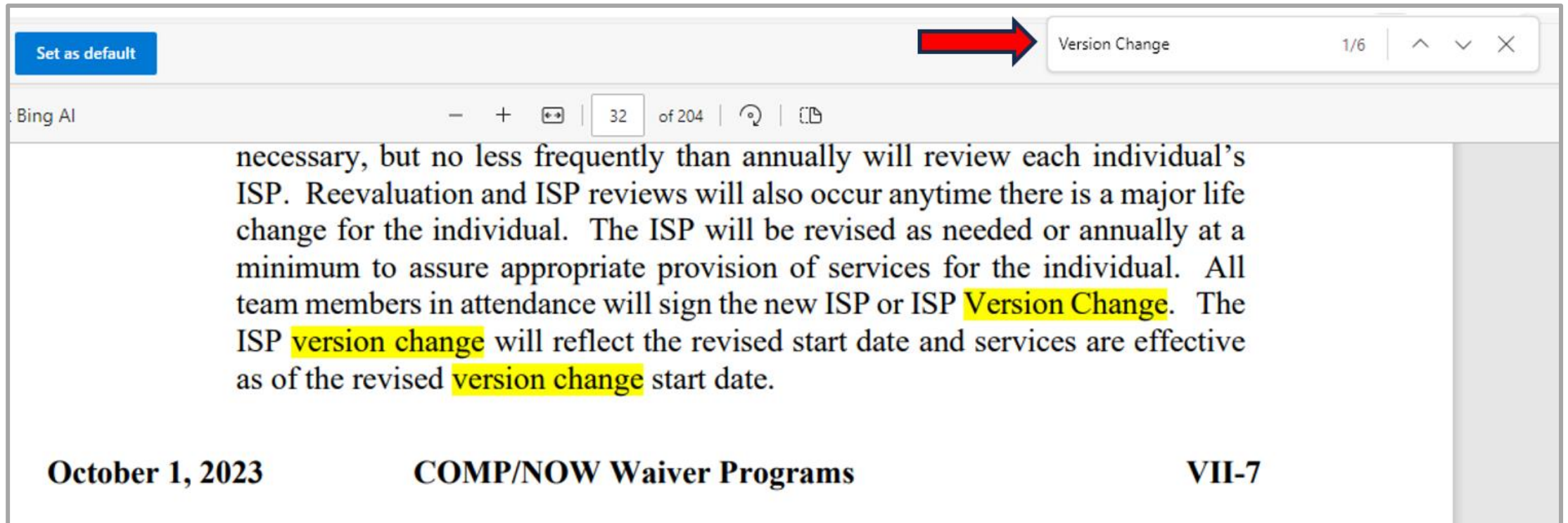
- Ctrl + 'F'
- 'Find...' feature (top right corner of the page) [Chrome and Edge browsers shown below]



# Policies Related to ISP Version Changes

## Comprehensive Supports Waiver Program and New Options Waiver Program (Part II)

Ctrl + F search results with “Version Change” entered:



The screenshot shows a search interface with a search bar at the top right containing the text "Version Change". A red arrow points to the search bar. Below the search bar, the search results are displayed, showing a document titled "Bing AI" with 32 of 204 results. The search results include a paragraph of text that has been searched for "Version Change". The text is as follows:

necessary, but no less frequently than annually will review each individual’s ISP. Reevaluation and ISP reviews will also occur anytime there is a major life change for the individual. The ISP will be revised as needed or annually at a minimum to assure appropriate provision of services for the individual. All team members in attendance will sign the new ISP or ISP **Version Change**. The ISP **version change** will reflect the revised start date and services are effective as of the revised **version change** start date.

At the bottom of the document, there is a footer with the following information:

October 1, 2023      COMP/NOW Waiver Programs      VII-7

# Policies Related to ISP Version Changes

DBHDD PolicyStat (DBHDD Web Page: dbhdd.georgia.gov)

<https://gadbhdd.policystat.com>

The screenshot shows the DBHDD PolicyStat website interface. The browser address bar displays <https://gadbhdd.policystat.com>. The navigation menu includes 'Home', 'Policies', and 'Reports'. A search bar at the top right contains the text 'Version Change'. Below the search bar, a dropdown menu lists search results for 'Version Change', including:

- Intensive Support Coordination for Individuals in Crisis Support Homes, 02-439 DD Community Services ... a new ISP or ISP version change meeting and includes ...
- Support Coordinator Responsibility for Assessments, Evaluations, and Healthcare Plans, or Behavioral Plans, and Risk Mitigation Documents 02-436 DD Community Services ... or determine if an ISP version change is needed. Health ...
- Service Changes via the Individual Service Plan and Requests for Clinical Review for NOW and COMP Waiver Individuals, 02-444 DD Community Services ... Individual Service Plan (ISP) Version Change - An ISP Version Change ...
- The Service Planning Process and Individual Service Plan Development, 02-438 DD Community Services ... ISC and request an ISP version change meeting whenever there ...
- Individual Selection of Support Coordination/Intensive Support Coordination Provider, 02-441 DD Community Services ... prior to submitting the ISP Version Change and Prior Authorization ...

At the bottom of the search results, it says '5 shown. See all results for "Version Change"'. On the left side of the page, there is a 'Welcome to DBHDD PolicyStat' section with a 'New & Recently Revised' section showing 18 items updated in the last 30 days and 6 items updated in the last 60 days. A table below shows the following entry:

Title	Chapter
Information Technology System Security Plans, 23-240	Information Mgmt & Information Technology

New ISP & ISP Version Change



# New ISP

Create New ISP

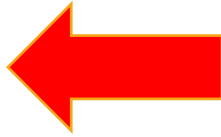
New ISPs can be created for multiple reasons such as:

- ❖ 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)
- ❖ Aligning ISP effective date with member birthdate

# New ISP Continued

## Creating a New 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 the ISP management interface. At the top left is a button labeled "Back to Summary". To its right are two date input 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 input 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 date shift.

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

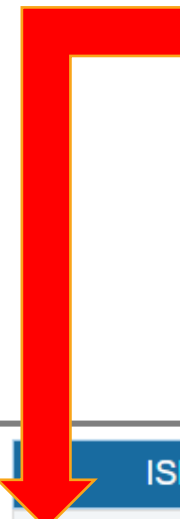
ISP Effective Date: 04/26/2021




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

# New ISP Version Continued (Meeting Date)

## Policy and IDDC System Updates Pending (Meeting Dates)

Recommendation: Use Version  
Change Meeting Date

**Signature**  

ISP Meeting Date \*   Date Completed  

**Participant List**

Select	Name	Relationship to Individual	Email Address	Receive Copy of ISP?	Signature Doc	Edit	Delete
No records found							

[+ Add a New Participant](#)

I have uploaded an ISP signature page containing the individual/authorized representative's signature



ISP Service Summary Refresh  
for Clinical Evaluations/Recommendations

# ISP Service Summary Refresh


When creating a New ISP or New ISP Version, please click on the 'Refresh' icon to pull in potential service recommendations from a completed Discipline Specific Assessment.

**Service Summary**

Status:

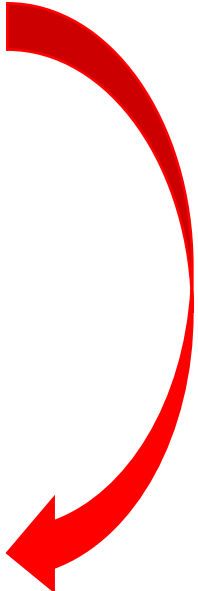
Date Completed:

	Service Description	Detailed Service Description	Recom
<input type="checkbox"/>	<input type="text" value="Support Coordination"/>	<input type="text" value="Support Coordination"/>	



**Discipline Specific Assessments**

Evaluation Type	Date Assigned	Date Completed	Reason for Update	Evaluation Update Date	Completed By	Status
<a href="#">Social Work</a>	04/06/2021	04/06/2021	RCR	04/06/2021	Ronald Singleton	Completed



# ISP Service Summary Refresh Continued

In the example below, a refreshed ISP Service Summary resulted in an additional service line for Community Living Supports – Self Directed with an increase in funding.

Detailed Service Description	Recommendation From/Date	Amount	Unit
Support Coordination		1.00	Unit(s)
Community Living Supports - Self-Directed		40000.00	Dollar(s)
Financial Support Services - Self-Directed		1.00	Unit(s)
Community Living Supports - Self-Directed	EVAL - Social Work - 04/06/2021	51300.00	Dollar(s)


# Clinical Evaluations/Recommendations Service Removals

Clinical Recommendations can be removed by selecting the service(s) and clicking on the 'Remove Service' button.

<input type="checkbox"/>	Service Description	Detailed Service Description	Recommendation From/Date
<input type="checkbox"/>	Support Coordination	Support Coordination	
<input type="checkbox"/>	Community Living Supports	Community Living Supports - Self-Directed	
<input type="checkbox"/>	Financial Support Services	Financial Support Services - Self-Directed	
<input checked="" type="checkbox"/>	Community Living Supports	Community Living Supports - Self-Directed	EVAL - Social Work - 04/06/2021

Navigation: 1 / 10

Minimum FTF Visit Frequency: Monthly



## Clinical Evaluations/Recommendations Service Removals Continued

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**There are generally 2 circumstances in which a clinically recommended service(s) can be removed from the ISP Service Summary.**

- The individual, living in a non-Community Residential Alternative (CRA) setting, and/or the individual's family/legal guardian declines the recommended service(s) prior to the approval of the ISP.
- The recommended service(s) currently exists as a result of a previously approved ISP.

# Clinical Evaluations/Recommendations Service Removals Continued

The individual, living in a non-Community Residential Alternative (CRA) setting, and/or the individual's family/legal guardian declines the recommended service(s) prior to the approval of the ISP.

1. Document the individual and/or the individual's family/legal guardian's decision in the last goal box of the ISP.

Include team discussion around justification for final selection of action plans and decision about number of action plans for this ISP :

(Named service/s) was/were recommended by an assessing clinician or other DBHDD staff to address and/or mitigate risks of identified/diagnosed conditions. The decision to decline the recommended services reflects your understanding of the inherent risks of declining recommended supports.

# Clinical Evaluations/Recommendations Service Removals Continued


The individual, living in a non-Community Residential Alternative (CRA) setting, and/or the individual's family/legal guardian declines the recommended service(s) prior to the approval of the ISP.

2. Remove the recommended service(s) from the service summary.

<input type="checkbox"/>	Service Description	Detailed Service Description	Recommendation From/Date
<input type="checkbox"/>	Support Coordination	Support Coordination	
<input type="checkbox"/>	Community Living Supports	Community Living Supports - Self-Directed	
<input type="checkbox"/>	Financial Support Services	Financial Support Services - Self-Directed	
<input checked="" type="checkbox"/>	Community Living Supports	Community Living Supports - Self-Directed	EVAL - Social Work - 04/06/2021

Navigation: 1 / 10

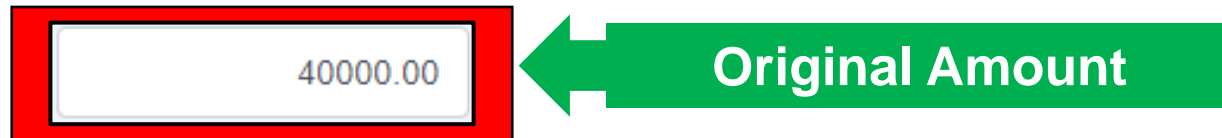
Minimum FTF Visit Frequency: Monthly



# Clinical Evaluations/Recommendations Service Removals Continued

The recommended service(s) currently exists as a result of a previously approved ISP.

1. If the recommendation results in an **increase** of units, hours, dollars, days, etc., review all history ISPs and Prior Authorizations for confirmation that the recommended service was previously approved.
2. If the information above is confirmed, then increase the 'Amount', 'Unit', 'Frequency' and/or 'Duration of Service' on the original service line to mirror the recommended service information.



Detailed Service Description	Recommendation From/Date	Amount	Unit	Frequency
Community Living Supports - Self-Directed		51300.00	Dollar(s)	Annually
Community Living Supports - Self-Directed	EVAL - Social Work - 04/06/2021	51300.00	Dollar(s)	Annually



# Clinical Evaluations/Recommendations Service Removals Continued

The recommended service(s) currently exists as a result of a previously approved ISP continued.

3. Document the individual and/or the individual's family/legal guardian's decision in the last goal box of the ISP, particularly as it relates to the update to the original service line.
4. Remove the recommended service(s) from the ISP Service Summary.

Detailed Service Description	Recommendation From/Date	Amount	Unit
Community Living Supports - Self-Directed		51300.00	Dollar(s)

Navigation: 1 / 10

# Aligning ISPs to Birthdays

# Aligning ISPs to Birthdays – Medicaid Policy

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Comprehensive Supports Waiver Program and New Options Waiver Program

Part II, Chapter 1100

Section 1102 (A)

Annual Individual Service Plan Document

***“Annual ISP meetings will use the individual’s date of birth as a guide to annual review.”***

# Aligning ISPs to Birthdays – Medicaid Policy/Medicaid Billing System

In Part III of the COMP and NOW Waiver Programs, the Specific Program Requirements for each service contains a Basis for Reimbursement section. This section will often include an annual maximum of units and/or dollars. This information can also be found for each service in Appendix A.

## Service Example - Transportation Services

Policy: Annual Maximum for Transportation Services = \$2,797




	Money Limit	Time Span	Time Unit	Unit Type	
Effective, 11/1/2008	2797.34	1	F - Fiscal Year	A - Amt Allowed	
Effective, 3/1/2012	2797.34	1	R - Member Rolling Birthday Period	A - Amt Allowed	Medicaid Billing System Prevention Edit
Effective, 3/1/2021	2797	1	R - Member Rolling Birthday Period	A - Amt Allowed	

# Aligning ISPs to Birthdays - Example



Individual Name: John Doe

DOB: 4/1/1999

## Initial ISP

ISP Type	ISP Effective Date	ISP Expiration Date	Retro ISP?	ISP Created By	Title
 COMP	11/01/2020 	10/31/2021 	No	Ronald Singleton	System Administrator

## Initial ISP (Revised) / Birthday ISP

ISP Type	ISP Effective Date	ISP Expiration Date	Retro ISP?	ISP Created By	Title
 COMP	04/01/2021 	03/31/2022 	No	Ronald Singleton	System Administrator
 COMP	11/01/2020 	03/31/2021 	No	Ronald Singleton	System Administrator

# Aligning ISPs to Birthdays – Process: Step 1

Individual Name: John Doe

DOB: 4/1/1999

Demographics Eligibility Evaluation ISP Prior Authorization Documents Outcomes & Support Notes Services Individual 360 Appeals Letters

ISP Effective Date: 11/01/2020

ISP Expiration Date: 10/31/2021

Retro ISP? No

Back to Summary

This is an approved ISP. Only non-clinical updates are allowed.

Update the ISP Expiration Date and click on Save at the bottom of the screen.

Create New Version


A Version Change is not required.


Save Submit




# Aligning ISPs to Birthdays – Process: Step 2



## Create a New ISP (Annual ISP)

[Legacy View](#)

[Create New ISP](#) 

**Search** 

Date Range From   Date Range To   ISP Type  

 Search  Reset

Creating New ISPs for Changes in Funding Source

**NOW to COMP / COMP to NOW**



# Creating New ISPs for Changes in Funding Source (NOW/COMP)

## The NOW Waiver Program Cost Limit

Comprehensive Supports Waiver Program and New Options Waiver Program

Part II, Chapter 700

Section 707 (A6)


The NOW individual cost limit is \$40,000 (ISP Cost). This amount does not include Support Coordination Services. A 12 months approval of additional funding up to \$6,000 above the NOW individual cost limit is permitted due to increase needs for services by the individual.

**NOW**  $\leq$  \$40,000 / **COMP**  $>$  \$40,000

# Creating New ISPs for Changes in Funding Source (NOW/COMP)

## The NOW Waiver Program Cost Limit (Update)

DBHDD has requested an increase for the cost limit amount via an amendment to the current NOW Waiver application.

The NOW Individual Cost Limit will increase to \$47,124.00. 

Total fiscal impact of change in rates is as follows:

	State Funds	Federal Funds	Total Funds
SFY 2024	\$18,210,759	\$35,177,569	\$53,388,328

### Additional Modifications

DCH proposes to modify the waivers to allow for the Appendix K provision continuing family caregiver hire for legally responsible person, relative and legal guardian for Community Access, Community Living Support Services, Supported Employment Services and Transportation Services. Public guardians cannot serve as family caregiver hires. Legally responsible persons can only provide these services when they constitute care over and above that which a legally responsible person would ordinarily provide.

This public notice is available for review at each county Division of Family and Children Services office. An opportunity for public comment will be held on **September 21, 2023 at 11:00 a.m., via Zoom audio**. There will be **no in-person** attendance at the Department of Community Health (DCH).

# Creating New ISPs for Changes in Funding Source (NOW/COMP) for PD

## Participant Directed Services

Comprehensive Supports Waiver Program and New Options Waiver Program

Part II, Chapter 1200

Section 1207 (IV)

IV. For new enrollees, Participant-Directed COMP/NOW Services may only be initiated on the 1<sup>st</sup> of the month after attending the mandatory training. For waiver program changes from NOW to COMP, services may only be initiated on the 1st of the month proceeding DBHDD approval of the conversion.

# Questions

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