

BE INFORMED

NETWORK
BULLETIN



IMPORTANT ANNOUNCEMENTS

IDD CONNECTS UPDATE & IDD PROVIDER TRAINING OPPORTUNITIES



IDD CONNECTS UPDATE

DBHDD, in partnership with the Georgia Collaborative ASO, continues to work diligently to address outstanding issues and share the updates when they are released into IDD Connects. Ten (10) bug fixes and five (5) enhancements were released on March 16th by the Georgia Collaborative ASO. You will notice the following:

1. Modified the Individual Quality Outcome Measures Review (IQOMR) Support Note functionality to populate the contact type with "Successful Face to Face".
2. Modified the Clinical Review Request Support Note functionality to populate the note category and contact type based on the user role.
3. The system will automatically update existing records when the note category is identified as "Support Coordination".
4. The Individual region code will now display for assessment requests from the ISP Pending Clinical Approval page.
5. The ISP Service Summary will no longer duplicate the Support Coordinator detail when added after Clinical Approval.
6. Updated the views for existing PDF for ISP, IQOMR, and Support Notes.
7. The user will no longer receive an invalid email address error message when submitting the Request for Clinical Review (RCR).

Reminder, it is important to clear your web browsing history after each of these updates to ensure that you see all the enhancements that have been deployed.

Don't Forget

If you experience issues or need a password reset for IDD Connects, please utilize the contact information below for assistance.

ISSUE	PROCESS	CONTACT

Unlock Account	Carelon Customer Service Carelon EDI Helpdesk	Carelon Customer Service: 855-606-2725 Carelon EDI Helpdesk: 888-247-9311
General Questions/Issues	Carelon Customer Service Carelon EDI Helpdesk ProviderConnect Secure Web Inquiry	Carelon Customer Service: 855-606-2725 Carelon EDI Helpdesk: 888-247-9311 ProviderConnect Portal

Users can expect general questions submitted securely through **ProviderConnect** to be answered within five (5) business days.

When contacting customer service and/or the EDI helpdesk via phone, users can request their inquiry number to reference at a later date or to look-up in ProviderConnect. Please remember to have the following information available:

- The username, first name, and last name of the user if you have a question regarding the IDD account status, including:
 - IDD account unlock.
 - Multi-Factor Authentication reset.
 - Grant Access to User.
- The Carelon Provider ID, the Provider Medicaid ID Number, or the Tax ID (TIN) for the agency involved.
- Either the CID, Medicaid ID, or SSN and the DOB for the individual if there is a question about an individual.

***IMPORTANT NOTE:** To prevent issues with signing into your account in IDD Connects, it is imperative to update your password every 90 days. DBHDD suggests putting a reminder appointment on your calendar to assist in tracking this.

Intellectual and Developmental Disability Provider Training Opportunity

The Georgia Collaborative ASO and DBHDD present the following training opportunity for IDD Providers. Please click on the title of the training to register.

Putting Person-Centered Practices into Action: Promoting Independence Tuesday, March 26, 2024, 9:30 am to 10:30 am

Each individual's independence in daily activities means increased control over that individual's daily life. This webinar will explore various staff support roles and how they can support individuals acquiring new skills which support independent action and decision-making. Specific staff techniques for promoting independence and potential bad habits will be reviewed. The presenter will show examples of the use of person-centered techniques in day-to-day activities such as dressing, mealtimes, and on community trips.

Please note this training is targeted for IDD providers, Support Coordination, Direct Support Professionals and Planning List Administrators. For any questions or registration issues, please contact GaCollaborativePR@carelon.com.

Transformational Change: Strengthening Person-Centered

Service Delivery within the HCBS Settings Rule

April 16th & April 17th, 2024
Macon, Georgia



This one-day in-person interactive workshop is for DD service providers, Support Coordinators and Field Office staff to better understand the intent and expectations of the Medicaid Home and Community Based Services (HCBS) Settings Rule.

The Transformation Change workshop will be offered 12 times across the state as an opportunity to learn and gain ideas to shift HCBS from a systems-framework to a more individualized framework where the person who uses services is at the center of his/her life, determining preferences, having autonomy, and making choices which work for them. A deeper understanding of the purpose of the Rule and how to implement will create the “shift” to more person-centered practices in our daily work. Furthermore, through our better understanding of the foundation of person-centered practices in service provision, the people we work for will begin to realize their individual role and live out their dreams versus the usual, traditional manner in which services have been considered, discussed, and provided.

[Click here to register!](#)

Additional sessions will be offered in Athens, Savannah, Waycross, Columbus, Albany, Cartersville, and Atlanta in May, June & July 2024.

If you have any questions, please contact DBHDDLearning@dbhdd.ga.gov.

Office of Provider Relations & ASO Coordination

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For Provider Relations inquiries,
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BE WELL



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