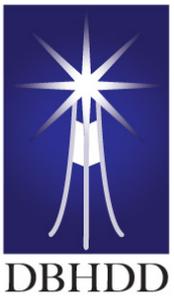




# Division of Developmental Disabilities: Overview of Intensive Support Coordination Services

*3/22/16*



# Intensive Support Coordination Services

- ▶ New Service in State of GA
- ▶ Assists COMP Waiver participants with complex medical & behavioral needs with specialized coordination of services and supports



# Intensive Support Coordination

## What does this include?

- Identifying and addressing barriers to care
- Accessing needed healthcare/behavioral support resources within and outside of the Medicaid Waiver system
- Taking active measures to address complex needs
- Following up on healthcare/behavioral plan implementation
- Intervening to foster prevention of deterioration of condition



# Intensive Support Coordination

## What does this include?

- Coordinating transitions of individuals from institutional settings into community residences
- Guiding follow-through on hospital discharge planning instructions and supporting the individual in effort to prevent future hospitalizations/ER visits
- Establishing relationships with providers in the larger healthcare and behavioral health system



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# Provider Qualifications

- ▶ Minimum five(5) years experience
  - health care, behavioral health or case management
- ▶ Experience serving individuals at risk due to medical, functional, and/or behaviorally complex conditions
- ▶ Demonstrated success with outcome-based planning and developing plans based on the individual's goals, choices and direction
- ▶ Medical Director/Clinical Director
- ▶ Clinically led support coordination teams



# Conflict Free Case Management

- ▶ CMS defines CFCM as one of the primary tenants of HCBS
  
- ▶ When the same entity delivers both case management and another direct reimbursed service, there is potential for conflict of interest in:
  - Assuring and honoring free choice
  - Overseeing quality and outcomes
  - The “fiduciary” relationship



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# Individual Eligibility Criteria

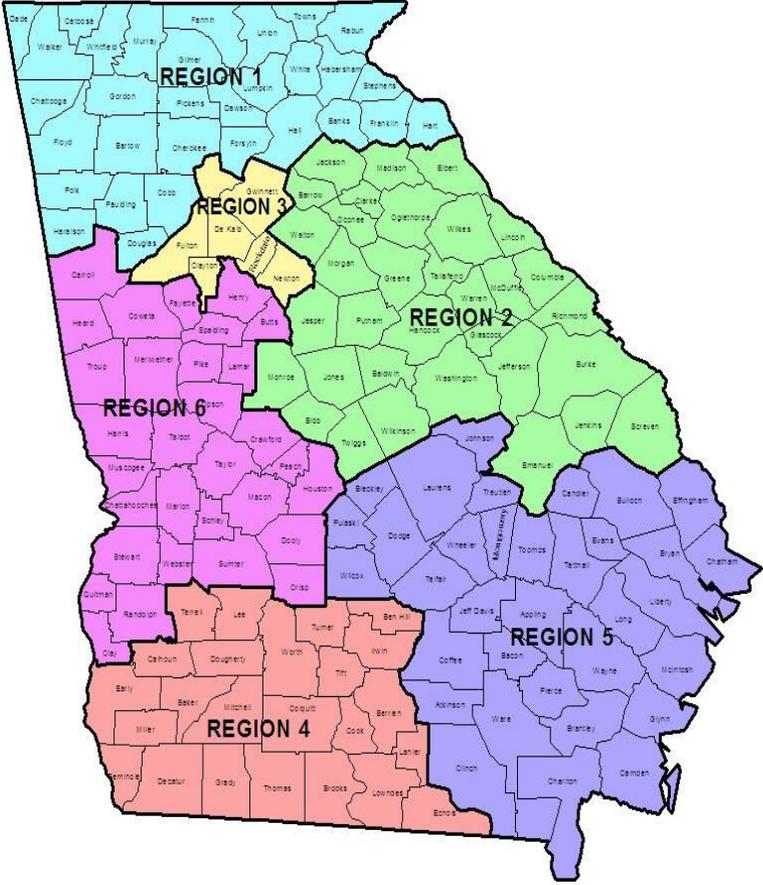
A COMP Waiver participant who:

1. Has a HRST HCL score of 5 or 6
2. Has a SIS Section 3A or 3B rating total of 16–26
3. Has transitioned from a state hospital into the community since July 1, 2010
4. Is on the active list to transition from an institutional setting into a community residence
  - Waiver allows billing of SC services 90 days prior to scheduled transition



# ISC Eligible Individuals

Currently approx. 1 500 individuals in GA



- ▶ Region 1 – 301
- ▶ Region 2 – 332
- ▶ Region 3 – 328
- ▶ Region 4 – 210
- ▶ Region 5 – 170
- ▶ Region 6 – 142



# ISC Staffing Pattern

- ▶ Each Intensive Support Coordinator will have a maximum caseload of 20 ISC participants
- ▶ Each ISC Clinical Supervisor will be responsible for supervising 5 ISC Coordinators
- ▶ Medical/Clinical Director will provide clinical consultation for all ISC Clinical Supervisors, as needed



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# Medical/Clinical Director

Provider must employ or contract with a Medical/Clinical Director (MD or Psychologist), with consultation expertise for both Medical and Behavioral ISC available.

Role of the Medical/Clinical Director includes:

- Facilitating communication with members of the medical/behavioral community for the purpose of interpreting orders or directions from other clinicians, and facilitating specialist referrals
- Overseeing and providing expertise in elements of the individual service plan as it relates to specialized medical and behavioral risk
- Assisting in facilitating transition from acute or crisis settings such as community hospitals or crisis respite centers



# ISC Medical Clinical Supervisor Qualifications

## 1) Licensed Clinician –

- Registered Nurse (R.N. with a B.S. or M.S. in Nursing)
- Physical Therapist
- Occupational Therapist
- Physician Assistant; or
- Other Mid-Level Healthcare Provider

2) Minimum 2 years in acute care, ICF/ID long term care or medical rehabilitation

3) Minimum 3 years providing HCBS services for individuals with disabilities



# ISC Behavioral Clinical Supervisor Qualifications

- 1) Licensed Clinician –
  - BCBA, Psychologist, LPC, LCSW, R.N.
  
- 2) Minimum 2 years experience with individuals with complex behavioral issues in a behavioral health setting related to individuals with ID/DD (i.e. ICF/DD, psych inpatient facility, specialized clinic, or other rehab settings)
  
- 3) Minimum 3 years providing HCBS services for individuals with disabilities



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# Intensive Support Coordinator Qualifications

- ▶ Minimum bachelor's degree in human service field (social work, psychology, special education, nursing)
- ▶ Minimum 2 years experience with individuals with ID/DD or related disabilities
- ▶ Medical – Minimum 2 years experience in a healthcare, habilitative/rehab, residential or similar setting
- ▶ Behavioral – Minimum 2 years experience serving persons with ID/DD or related disabilities in a behavioral health setting



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# Providing SC & ISC

- Providers can apply to provide both Standard Support Coordination and Intensive Support Coordination concurrently
- It is preferred to have ISC Coordinators serving only ISC participants. However, if a full caseload is not possible in a certain area, caseload mixes are allowed
- If a ISC Clinical Supervisor has ISC's with caseload mixes, the ISC Clinical Supervisor can supervise more than 5 ISC's



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# Caseload Mix Standards

Intensive SC Individuals	Standard SC Individuals	Total Caseload
20	0	20
19	2	21
18	4	22
17	6	23
16	8	24
15	10	25
14	12	26
13	14	27
12	16	28
11	18	29
10	20	30



# COMP Waiver Rate

## Intensive Support Coordination

- billed monthly at \$461.00/mo
- limit 12 units annually –  
\$5,532 annual maximum



# FAQ's

**When will more detailed information on scope of work become available?**

- After 4/1/16, the policy manual for ISC can be found at [www.mmis.georgia.gov](http://www.mmis.georgia.gov) under Policy and Procedures for Case Management – Support Coordination and Intensive Support Coordination.

**What is the submission deadline for the Letter of Intent?**  
April 30, 2016. Early submission of the Letter of Intent will be reviewed by DBHDD with response to the application within 7 business days of receipt.



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# FAQ's

FAQs regarding the enrollment process are available on the GA Collaborative website.

<http://www.georgiacollaborative.com/providers/prv-IDD-Services.html>

Send any additional questions regarding ISC to:

**ISC.Questions@dbhdd.ga.gov**