

INTENSIVE SUPPORT COORDINATION

- **New Waiver Service approved for COMP waiver in December 2014, available for participant enrollment July 1, 2016**
- **Flat fee with unit of Service: 1 month; Limit: 12 units per year; \$461/month; \$5,532 annual maximum**

Service Definition:

Intensive Support Coordination includes all of the activities of support coordination, but the activities reflect specialized coordination of waiver, medical and behavioral support services on behalf of waiver participants with exceptional medical and/or behavioral needs. The need for Intensive Support Coordination is determined at initial and annual assessment and is provided as an alternative to traditional Support Coordination. Intensive support coordinators assist waiver participants with complex needs through: identifying and addressing barriers to care; accessing needed resources and services offered through the waiver as well as the larger healthcare system; taking active measures to address complex needs; and fostering and maintaining family and other informal relationships and support.

The provision of intensive support coordination requires advanced training, knowledge and skills required to address the severity of medical, behavioral and related needs that present in the management of physical and behavioral health as well as interventions and activities that foster prevention of health deterioration and prevention of exacerbation of medical/behavioral conditions. Examples of conditions which may require intensive support coordination include: tracheostomy care; complex suctioning, risk of choking and aspiration, dually diagnosed individuals with challenging behaviors, complex diabetes management, presence of gastrointestinal complications, and history of low trauma fractures. This list is not all-inclusive but provides examples of the level of participant risk ameliorated through the provision of intensive support coordination.

Documentation must support the presence of continued need with the expectation that intensive support coordinators will work closely with physicians, other healthcare providers, and waiver service providers in the management of complex conditions. The condition must support frequent and enhanced level of monitoring, intervention and follow-up which is described and clearly documented.

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| Provider Enrollment Criteria | <ol style="list-style-type: none"> 1. The applicant agency must assure compliance with conflict free case management as outlined in 42 CFR §441.301(b)(1). 2. A minimum of five years of business experience and oversight of 5 or more employees in the health care, behavioral health or case management field. 3. A minimum of five years of experience serving individuals at risk due to medical, functional, and/or behaviorally complex conditions. 4. Agrees to participate in completion of DBHDD Provider Performance Unit Review within six months of enrollment. 5. Meets all DBHDD provider requirements as specified either through DBHDD contract with the Medicaid enrolled provider or a Letter of Agreement between the Medicaid enrolled provider and DBHDD. 6. If licensed, the agency will maintain their license as applicable in home health, private homecare, neurobehavioral center, or other. If out-of-state, must provide a letter of recommendation from current oversight agency along with the last audit/review. 7. The provider must have access to a Medical Director (MD or Psychologist), with consultation expertise for both Medical and Behavioral Intensive Support Coordination available. 8. Proof of licensure is required for Intensive Support Coordination Clinical Supervisors in the designated specialty area. 9. Certifications of all Intensive Support Coordinator Supervisors and Intensive Support Coordinators are required to be submitted annually. New hires must be certified to provide Intensive Support Coordination within a grace period of ninety (90) days. |
| Individual Eligibility Criteria | <p>Individuals will be deemed eligible to receive Intensive Support Coordination Services if they meet the following criteria:</p> <ul style="list-style-type: none"> ● Individual has a Health Risk Screening Tool (HRST) HCL score of 5 or 6; or ● Individual has a Supports Intensity Scale rating in Section 3B (Exceptional Behavioral Support Needs) of 16-26. ● The individual has transitioned from a state hospital into the community since July 1, 2010. All new transitions from state hospitals will be enrolled in Intensive Support Coordination. ● An eligible individual (in conjunction with their legal representative, family members and support team) can elect to either have standard support coordination OR intensive support coordination. It is not required that all eligible individuals receive intensive support coordination, as sometimes natural supports and other community resources are sufficiently meeting their needs. |
| Intensive Support Coordination Clinical Supervisor Qualifications | <p>ISC-Medical Clinical Supervisor -</p> <ul style="list-style-type: none"> ● Registered Nurse (R.N. with a B.S. or M.S. in Nursing). ● Minimum of 2 years' experience in acute care, ICF/ID long term care, or medical rehabilitation. ● Must have at minimum three (3) years' experience providing home and community-based case management services for individuals with disabilities or other related disabilities. <p>ISC-Behavioral Clinical Supervisor -</p> <ul style="list-style-type: none"> ● Must be one of the following: Board Certified Behavior Analyst, Psychologist, Licensed Professional Counselor, Licensed Clinical Social Worker or a Registered Nurse. |

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| | <ul style="list-style-type: none"> ● Must have a minimum of 2 years professional experience with individuals with complex behavioral issues in a behavioral health setting related to individuals with ID/DD (i.e. ICF/IDD, psychiatric inpatient hospital/facility, specialty clinics, or other rehabilitation/habilitation settings). ● Must have at minimum three (3) years' experience providing home and community-based case management services for individuals with disabilities or other related disabilities. <p>DBHDD Oversight & Certification: DBHDD will certify each ISC Clinical Supervisor for a five year period, if they meet education and experience requirements. Thirty (30) hours of continuing education in supervision and support coordination topics will be required annually for the renewal of the certificate, each of five years.</p> <p>ISC Clinical Supervisor Responsibilities:</p> <ul style="list-style-type: none"> ● Responsible for supervising not more than five (5) ISC Coordinators who will provide direct oversight and coordination services to a maximum caseload of twenty (20) individuals. ● Supervise ISC Coordinators and provide ongoing consultation to consist of joint visits, determining risk and unmet needs, and collaboration in identifying and securing resources. ● Hold weekly supervisory sessions with each of the five (5) ISC Extenders to review their caseload and the level of risk of each individual served. ● Complete a review of 10% of caseloads on a quarterly basis to determine if all ISC services and protocols are being followed. This review will be documented and available for review by DBHDD staff. <p>Additional expectations include:</p> <ul style="list-style-type: none"> ● Demonstrated understanding of the healthcare and/or behavioral services system and ability to coordinate waiver services, Medicare and Medicaid State Plan funding, and other acute care and community services. ● Have established or will establish working relationships with local advocacy groups. Have experience advocating for community inclusion of individuals with disabilities and preparing individuals for self-advocacy. ● Have experience and demonstrated success with outcome-based person-centered planning and developing plans based on the individual's assessed needs, goals, choices and direction. ● Have experience with measuring quality of services and satisfaction with services and ensuring that services are consistent with quality measures and expectations of the individual. |
| Intensive Support Coordinator Qualifications | <p>ISC Medical -</p> <ul style="list-style-type: none"> ● Minimum bachelor's degree in human service field, such as, social work, psychology, special education, nursing, or closely related field required. ● Minimum two years of experience serving persons with DD/IDD or related disabilities and two years' experience in a |

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| | <p>healthcare, habilitative/ rehabilitative, residential or similar setting required. Experience providing care management/coordination preferred.</p> <p>ISC Behavioral -</p> <ul style="list-style-type: none"> ● Minimum bachelor's degree in human service field, such as, social work, psychology, special education, nursing, or closely related field required. ● Minimum two years of experience serving persons with DD/IDD or related disabilities, including two years' experience in a behavioral health setting, such as, ICF/IDD, psychiatric inpatient hospital/facility, specialty clinic or program, special education department, or similar setting required. Experience providing care management/coordination preferred. <p>DBHDD Oversight & Certification: DBHDD will certify each ISC Coordinator for a five year period, if they meet education and experience requirements. Twenty (20) hours of continuing education in supervision and support coordination topics will be required annually for the renewal of the certificate, each of five years.</p> |
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