Operational Guidelines for ISP Reviews in Agency with Choice

Guiding Principle

To ensure compliance with providing Support Service Professionals (SSPs) training in accordance with Provider Qualifications and Quality Assurance and Improvement.

Purpose

To provide team members guidance to ensure SSPs are trained on participants updated Individual Support Plans (ISP) to assist in providing valuable support.

Guidelines

1. The team member will
    a. check the alerts in HCSIS daily for updated ISPs
    b. download the updated ISP
    c. upload the ISP to Right Signature (RS)
2. The ISP Review Signature Sheet is a template uploaded in RS
3. Within 24 hours, the team member will Send for Signature the ISP and ISP Review Signature Sheet as 1 document to the Managing Employer (ME) and Support Service Professionals (SSPs)
4. The team member will contact the ME to inform them they will be receiving the ISP and ISP Review Signature Sheet and it must be completed and returned within 5 days
5. The ME will review the ISP with each SSP to ensure understanding
6. The ME and SSPs will execute the ISP Review Signature Sheet via RS within 5 days
7. If a participant's ISP is updated a 2nd time within the 5 day period, the team member will
    a. force complete the 1st RS request and save it in the participant's folder
    b. document in MatrixCare activities
8. If the ISP Review Signature Sheet is not executed within 5 days, the team member will send a reminder via RS to the ME and follow up via phone
9. When the document is returned executed, the team member will
    a. download the fully executed ISP and ISP Review Signature Sheet and save it in the participant file under Monitoring/ISP Sign Off folder
    b. the format to save will be *participant last name, first name, date ISP was updated*
10. The Manager will upload to Smartsheet the monthly HCSIS Authorization reports received from Revenue Cycle
    a. add a column titled Verified by Specialist with check boxes
    b. add a column titled Comments
    c. invite Specialists to the smartsheet
11. The team member will go into the Smartsheet within 5 business days of the Smartsheet invite
    a. review the ISP updated dates and cross check with the saved ISP Review Signature Sheet Date of Update that is saved in the participant's file
    b. check the box indicating the ISP Review Signature Sheet has been executed
    c. if the ISP Review Signature Sheet has not been executed, the team member will follow the process above starting at 1b and make a comment in the Smartsheet indicating the date it was sent
12. The Manager will review the smartsheet report on day 5 to ensure SSPs have been trained on updated ISPs
13. If an SSP has not been trained within 7 days, the SSP will be placed on admin leave until ISP training is completed.

Adopted: 2-3-2023