



The Office of Developmental Programs (ODP) for Supports Coordination Services Exception Process Effective for Fiscal Year (FY) 2008 - 2009

Informational Packet #002-09

PURPOSE: The purpose of this Office of Developmental Programs (ODP) Informational Packet is to provide the process and necessary forms to request an exception to established maximum units for Supports Coordination Services.

The Office of Developmental Programs (ODP) has established a maximum number of units for Supports Coordination (SC) services. The maximum is 300 units under the Consolidated Waiver and 200 units under the Person/Family Directed Support Waiver. SC is a core service provided to individuals in both waivers. ODP recognizes that circumstances may exist that will result in required units of service that exceed these established limits and that a procedure must be in place to allow for the continued delivery of and payments for SC services.

All requests for an exception to the maximum units of SC services must be submitted in writing (using the attached form, located on pages 5 and 6) by the Supports Coordination Organization (SCO) to the appropriate Administrative Entity (AE). The AE is required to forward the completed form to the appropriate Regional Program Manager (RPM) for a final determination.

The exception request must contain the following information.

- A detailed description of the circumstances which require more than the established maximum number of units.
- The proposed number of units requested.
- Patterns or trends that provide justification for increased units based on a review of existing claims. This utilization review also must examine claims for possible incorrect billings, i.e. a claim for a service that was not eligible for reimbursement. Any identified billing errors must be voided using established procedures.

The SCO must submit the exception request to the AE for their review and approval. The AE must review and approve or disapprove all requests for an exception to the maximum waiver units for SC services within ten (10) business days of receipt. The AE's review must determine whether the request contains all required elements and must determine whether the request is representative of a pattern or trend for a particular SCO. The AE may request additional information from the SCO to assist in their review. The AE must forward to the RPM a copy of the SCO's exception request and their approval or disapproval with comments explaining the reasons for any disapproval.

The ODP RPM must review and approve or disapprove all requests for an exception to maximum SC units within ten (10) business days of receipt of the request and provide written notification to the SCO with a copy to the AE.

The SCO may appeal any disapproval by ODP of an exception request. This appeal should be directed to the Deputy Secretary within ten (10) business days of receipt of the Regional Office notice with a copy to the RPM.

Additionally, since a denial of increase SC units represents an adverse action, a written denial a rights to fair hearing will be provided to the individual by the RPM.



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE
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KEVIN T. CASEY
Deputy Secretary
Office of Developmental Programs

TELEPHONE NUMBER: (717) 787-3700
FAX: (717) 787-6583

August 15, 2008

Dear Supports Coordination Organization Directors and
Administrative Entity Directors:

As you are aware the Office of Developmental Programs (ODP) has established a maximum number of units for Waiver Supports Coordination services. The maximum is 300 units under the Consolidated Waiver and 200 units under the Person/Family Directed Support Waiver. Supports Coordination (SC) is a core service provided to participants in both Waivers. ODP recognizes that circumstances may exist that will result in required units of service that exceed these established limits, and that a consistent procedure must be used to adjust the maximum units to allow for increased units and the corresponding payments for SC services.

Attached please find for your reference and use the *Request for Exception to Established Maximum Number of Units for SC Services Form*. Also attached for your use and reference is the "Process to Request an Exception to Established Maximum Units for SC Services".

All requests for an exception to the maximum units of Waiver SC services must be submitted (using the attached form) by the SC Organization (SCO) to the Regional Program Manager through the appropriate Administrative Entity (AE). This process must be completed, and the request approved, prior to the increased units being delivered.

Thank you in advance for your compliance with this process and for our continued partnership in providing quality Waiver SC services.

If you have any questions or concerns, please contact the appropriate Regional Program Manager.

Sincerely,

A handwritten signature in cursive script that reads "Kevin T. Casey".

Kevin T. Casey

Attachments: (2)

Process to Request an Exception to Established Maximum Units for Supports Coordination Services

The Office of Developmental Programs (ODP) has established a maximum number of units for Supports Coordination (SC) services. The maximum is 300 units under the Consolidated Waiver and 200 units under the Person/Family Directed Support Waiver. SC is a core service provided to individuals in both waivers. ODP recognizes that circumstances may exist that will result in required units of service that exceed these established limits and that a procedure must be in place to allow for the continued delivery of and payments for SC services.

All requests for an exception to the maximum units of SC services must be submitted in writing (using the attached form) by the Supports Coordination Organization (SCO) to the Regional Program Manager (RPM) through the appropriate Administrative Entity (AE). The exception request must contain the following information.

- A detailed description of the circumstances which require more than the established maximum number of units.
- The proposed number of units requested.
- Patterns or trends that provide justification for increased units based on a review of existing claims. This utilization review also must examine claims for possible incorrect billings, i.e. a claim for a service that was not eligible for reimbursement. Any identified billing errors must be voided using established procedures.

The SCO must submit the exception request to the AE for their review and approval. The AE must review and approve or disapprove all requests for an exception to the maximum waiver units for SC services within ten (10) business days of receipt. The AE's review must determine whether the request contains all required elements and must determine whether the request is representative of a pattern or trend for a particular SCO. The AE may request additional information from the SCO to assist in their review. The AE must forward to the RPM a copy of the SCO's exception request and their approval or disapproval with comments explaining the reasons for any disapproval.

The ODP RPM must review and approve or disapprove all requests for an exception to maximum SC units within ten (10) business days of receipt of the request and provide written notification to the SCO with a copy to the AE.

The SCO may appeal any disapproval by ODP of an exception request. This appeal should be directed to the Deputy Secretary within ten (10) business days of receipt of the Regional Office notice with a copy to the RPM.

Additionally, since a denial of increase SC units represents an adverse action, a written denial a rights to fair hearing will be provided to the individual by the RPM.

**REQUEST FOR EXCEPTION
TO ESTABLISHED MAXIMUM NUMBER OF UNITS
FOR
SUPPORTS COORDINATION SERVICES**

NAME OF SUPPORTS COORDINATION ORGANIZATION (SCO):

NAME AND EMAIL ADDRESS OF PERSON COMPLETING REQUEST:

NAME OF WAIVER PARTICIPANT: _____

APPLICABLE WAIVER: **CONSOLIDATED** **P/FDS**

NUMBER OF UNITS BEING PROPOSED: _____

DETAILED DESCRIPTION OF CIRCUMSTANCES REQUIRING AN EXCEPTION TO THE ESTABLISHED MAXIMUM # OF SC UNITS (please include an explanation of circumstances that resulted in intense SC supports and the efforts taken to address the situation):

DESCRIPTION OF UTILIZATION PATTERN, BASED ON REVIEW OF CLAIMS:

REQUEST SUBMITTED TO ADMINISTRATIVE ENTITY: _____

(Date)

ADMINISTRATIVE ENTITY DECISION: **APPROVED** **DISAPPROVED**

(Name)

(Title)

**REQUEST FOR EXCEPTION
TO ESTABLISHED MAXIMUM NUMBER OF UNITS
FOR
SUPPORTS COORDINATION SERVICES**

COMMENTS FROM AE [IF DISAPPROVAL RECOMMENDED]:

REQUEST & RECOMMENDATION SUBMITTED BY AE TO REGIONAL PROGRAM OFFICE:

(Date)

REGIONAL PROGRAM OFFICE DECISION: **APPROVED** **DISAPPROVED**

(Name)

(Title)

REASONS FOR DISAPPROVAL:

ODP REGIONAL OFFICE DECISION SUBMITTED TO SCO: _____
(Date)

ADDITIONAL COMMENTS: **SCO** **AE** **REGIONAL OFFICE**

REQUEST FOR EXCEPTION TO MAXIMUM SC UNITS
ODP/SP/WAIVER SC/7.7/08