



The Importance of Updating the Services and Supports Directory (SSD)

Informational Packet #001-09

Why am I receiving this Packet of Information?

The purpose of this packet is to provide you with clarification regarding the importance of updating your information in the Services and Supports Directory (SSD).

The information and resources included with this packet address:

- How to update provider information in HCSIS through Provider Access (i.e. adding service offerings, provider types, and specialty codes as well as updating site and service location information)
- When to update and how to update enrollment information in PROMISe™
- Procedure codes that are no longer valid as of July 1, 2009 and what must be done
- Procedure codes that have new service names for FY 09-10 and what must be done
- What is meant by “unbundling” services
- How to remove a service offering, provider type, service location, or site

Why is this information important?

Providers need to update their service offerings in the SSD upon receipt of this information, so that Deloitte staff can upload the FY 2009 - 2010 placeholder rates in HCSIS for your specific service offerings.

Currently, Support Coordination Organizations are in the process of developing FY 2009-2010 ISPs. In order for Supports Coordinators (SCs) to develop the fiscal year renewal plans and select your services in time to have the ISPs payment ready effective July 1, 2009, your service offerings must be updated in the SSD.

If providers do not update their service offerings, Deloitte will not be able to upload the FY 2009 - 2010 placeholder rates in HCSIS for a provider's service offerings. As a result, a provider's service offerings will not be available for the SC to choose for the draft fiscal year renewal ISP until the services have the placeholder rates for FY 2009-2010.

Failure to update your SSD information will prevent your service offerings from being included in the Individuals' ISPs that you currently serve.

What is meant by “Unbundling Services”?

Services that were billed as a package for FY 08-09 will now be billed separately for FY 09-10. In the past, Residential Habilitation may have included therapies, nursing and behavioral support. Now those services will appear in the individual’s ISP separately and should be billed separately by procedure code, if they are needed and authorized services.

Other Important Information and Helpful Reminders

ODP will have a data fix in HCSIS to end-date all services effective June 30, 2009 for the *Procedure Codes no longer valid effective July 1, 2009*, therefore providers do not need to end-date these services.

The verification status must be listed as “verified” in order for a provider to add provider types or specialty codes and add, edit, or modify service offerings. For information on how to check the verification status please reference page 7 of the *HCSIS Provider Access Updates Tip Sheet 4.0*

If a specific procedure code does not appear as a service offering to select, the provider should ensure that they have the correct provider type and specialty code selected for the service location where the service will be provided. Once the correct provider type and specialty code is selected, the service offering should appear on the SSD. All the provider types and specialty codes are listed on the *Service Definition Crosswalk* as a reference.



When selecting New Service Offerings with New Service Names (listed on the Procedure Codes with Updated Service Names), it is important to note that the procedure code will be listed twice in the SSD--once with the old name and once with the new name. Providers should ensure that they are selecting the correct service offering name and procedure code for the intended service offering. The service offerings and procedure codes with the new names will be listed near the bottom of the list, so providers should be sure to scroll down and search the entire list for the service offerings with the new names.



When making changes to sites or service locations, or when adding or deleting provider types and specialty codes, please remember to send in the supporting documentation to the HCSIS Help Desk and to the PROMISE™ Enrollment Unit.



When removing a site or service location, providers need to ensure that there are no service offerings, contracts, or service locations including provider types and specialty codes that are attached to the site. For more information on how to remove a site or service location please reference page 9 of the *HCSIS Provider Access Updates Tip Sheet version 4.0*.



When attempting to delete a service offering and an error message is displayed stating that “the service cannot be deleted because it is attached to a plan”, the provider can contact their AE and ask them to run the “Impact of Service Removal Report” by Service and Site. This report will show which particular plans the service offerings are attached to. All services and contracts have to be end-dated before they can be removed from the ISPs.

The Office of Developmental Programs thanks you for your attention to these important actions.

HCSIS Contact Information

- The HCSIS Help Desk is available to assist with questions related to updating the SSD information in Provider Access or accessing information in the Learning Management System (LMS)
 - HCSIS Help Desk: 1-866-444-1264
 - Monday-Friday 8am-5pm

Resource Documents to Assist with Updating SSD Information

Resource Document Name	Purpose
Service Definition Crosswalk	Crosswalk of the Old Service Definitions to the New Service Definitions. Document crosswalks the Procedure Codes, Service Names, Units of Service, Provider Types, Specialty Codes, and Eligibility
LMS Tip Sheet*	Discusses how to navigate through the Learning Management System.
HCSIS Provider Access Frequently Asked Questions (FAQs)*	Contains answers to the most commonly asked questions regarding the Provider Access website.
Service Location and Site Tip Sheet*	Explains in detail what are Service locations, Physical Locations, and Sites. An example of how to create a Service location using the Physical Location and Provider Type is included.
HCSIS Provider Access Updates Tip Sheet*	Explains how to perform all of the necessary functions in Provider Access including: Update a Business, Mailing and/or Payment Address; Check Verification Status; Update a Site Address; Delete a Site; Add, Edit, or Delete a Service location; Review All Provider Information; Add, Delete, or End-Date a Service Offering; Review Current Services; Review All Services Using the Provider Service Status Report; Provider Documentation for HCSIS Help Desk—Appendix A
HCSIS/PROMISE™ Provider Maintenance Checklist*	Explains the actions needed to be performed when making changes to the SSD as well as what information is required to be sent to the HCSIS Help Desk or the PROMISE™ Provider Enrollment unit. This is extremely important in helping to ensure that both systems are in sync.
Procedure Codes no longer valid effective July 1, 2009	<p data-bbox="540 1436 1435 1524">Lists the procedure codes that are no longer valid after July, 1 2009.. Claim service lines submitted for services rendered after July 1, 2009 using any of these codes will be denied.</p> <p data-bbox="540 1572 1435 1631">Providers should utilize their most recent cost report as an indicator of what Service Offerings should be selected for FY 2009-2010.</p>
Procedure Codes with Updated Service Names*	<p data-bbox="540 1652 1435 1711">Lists the procedure codes that are not changing; however, the service name and/or description have changed.</p> <p data-bbox="540 1759 1435 1848">Providers need to update their service offerings in the SSD to include these new services with the new names so that the correct Service Offerings are selected by the SC when updating the ISPs.</p>

*Document can also be found on the Learning Management System (LMS)