

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.