

Frequently Asked Questions – iBudget Application

Question	Answer
Do all waiver support coordinators (WSCs) need to sign a terms and conditions document?	When you are granted access to the iBudget Florida application, you agree to the terms as a condition of your access and utilization. No document is physically signed.
How do I reset a password?	Due to concerns for security and customer privacy, only the APD Help Desk can reset passwords for iBudget Florida access. For assistance call (850) 488-4357.
If a customer needs nonroutine dental services and they are not completed within the month, must I recreate a Service Authorization?	All Service Authorizations are for the quarter. If a customer has an annual plan for Dental, it can fall in any quarter. The Service Authorizations for each quarter will be generated about two weeks prior to the first day of the quarter.
How do individuals, age 20, receive other services in addition to those received via the Medicaid State Plan?	The same process that is now being used will remain in place. iBudget Florida waiver funds cannot be accessed if services are available from another source, including natural supports and Medicaid State Plan.
Do providers need a Medicaid Treating Provider Number before accessing ABC?	Yes. WSCs must access the ABC and iBudget Florida systems as part of the new iBudget waiver. Therefore, a Medicaid Treating Provider Number is required.
Do the Service Plan notes populate on the actual Service Authorizations?	Yes. When preparing a Service Plan, the <i>Notes</i> tab is used to add descriptive text to the Service Authorization.
Do the Support Plan goals need to be referenced in the <i>Notes</i> section on the new Service Authorization page in iBudget Florida? The old handbook for the tier waivers required this, although ABC never had enough space for it.	The field for comments in ABC will now allow sufficient space for services documentation, plan goals, consumable medical supplies, and required or desired information.
How do we change providers or designate multiple providers for the same service in the same month for a single customer?	A new Service Plan must be created for each provider or multiple providers.

<p>How do we change Service Authorizations when some services have already been billed? Will iBudget Florida allow Service Plan changes?</p>	<p>If there is an increase, the provider can rebill for the additional amount. If there is a reduction, the application checks the claims paid when reducing services. However, when reducing, check with the provider to verify the actual units of service provided before reducing the current Service Plan.</p>
<p>How does a customer receive an additional service that is not pre-approved or receive additional services in a crisis situation?</p>	<p>The WSC must request the new service or increase through the area office. Bear in mind that increases must meet the criteria for a crisis. If the new service request is within the annual iBudget allocation, the area office can approve the service.</p>
<p>How does the family receive a copy of the annual Cost Plan or changes?</p>	<p>The WSC can print the iBudget Florida screen for families and individuals. APD plans to provide families with direct access to their Cost Plans in the future. This is tentatively scheduled for the 2012-2013 fiscal year.</p>
<p>How much of what we create on screen must be kept as copies?</p>	<p>None. All information will be kept electronically.</p>
<p>How readable are the <i>Notes</i> and <i>Comments</i> sections in the application?</p>	<p>The text is readable as a Microsoft Word document. Ten thousand (10,000) characters is the limit for the field.</p>
<p>Is a face-to-face visit with the customer required prior to selecting the <i>Client Acceptance</i> button in iBudget Florida before submission of the Cost Plan?</p>	<p>Yes. This is expected. A personal visit will be necessary to provide each customer with an iBudget Florida Welcome Guide. Select the <i>Client Acceptance</i> button after the customer has understood and approved the Cost Plan.</p>
<p>Is respite no longer available to those over age 21?</p>	<p>Respite is included in the new Personal Supports service for up to 32 quarter hours daily or with 8 or more hours budgeted or billed at the day rate. It is available for individuals 21 or older living in their own homes or family homes.</p>
<p>Once the Eligibility Worksheet is completed, when should it be completed again?</p>	<p>It must be completed again each time the WSC completes the annual Support Plan.</p>

<p>What are the <i>Notes</i> and <i>Justification</i> tabs used for?</p>	<p>These tabs are used to describe issues relevant to the annual iBudget, the Cost Plan, or Service Plans. The information on the <i>Notes</i> tab in the Service Plan is added to the final Service Authorization that is delivered to service providers.</p>
<p>What happens if a customer loses services due to the blending of Personal Supports?</p>	<p>The Central Office should be notified. Assistance will be provided on a case by case basis.</p>
<p>What if a customer has a break in the middle of the month, receiving services at the beginning and end of the same month?</p>	<p>Service Authorizations can be set up to allow for a break in any month or quarter. If a provider rendered services outside of the service authorization dates, the Florida Medicaid Management Information System (FMMIS) would reject the claim.</p>
<p>When assembling a Cost Plan or Service Plan, does the WSC input the entire year or only a quarter at a time?</p>	<p>The WSC can set up the entire year of services by quarters for a Cost Plan.</p>
<p>When building the initial Cost Plan for a customer in iBudget Florida, how do I handle the Respite Pool?</p>	<p>Determine how much remains in the Respite Pool and move the remaining available funds back in to the Cost Plan.</p>
<p>Can WSCs add information to the <i>Notes</i> section after Service Authorizations have been generated for a given quarter, and will there be an email to the provider to alert them of new information?</p>	<p>For the time being, the answer is "No." However, APD is working on an enhancement to the application that will allow for updates during the quarter with an email notification.</p>
<p>Are services approved only on a quarterly basis, or will they be annual?</p>	<p>Services are only approved on a quarterly basis. The WSC can budget for the entire year and the Service Authorization will be generated about 15 days prior to the start of the next quarter.</p>