Frequently Asked Questions—Waiver Support Coordinator Technical

Question	Answer
1. Does the iBudget application provide error messages when a customer's billed services goes over budget during the quarter?	Error messages occur for certain conditions. Examples include: 1) exceeding the annual allocation, 2) exceeding the individual budget, and 3) a quarterly budget that exceeds 125% of the targeted budget or is below 85% of the targeted budget. Errors and notices are also generated if a budget uses reserve budget dollars, if a critical service is changed, and when handbook limitations are exceeded.
2. If a WSC does not create a cost plan in a timely manner, is there anyone who can access iBudget to do so in their place?	A WSC agency owner or head is granted access to all customers in their agency and has the appropriate authority. A solo WSC should contact their APD area office for assistance. Area office staff members have sufficient access to assist a WSC in making necessary changes. It is the responsibility of the WSC to be available when needed and to make these changes in a timely manner.
3. In iBudget, I only see service code numbers without the corresponding service code titles. Does iBudget provide the actual names of services?	When you click on the service code number, a description will appear. When you hover over the service code number, the title will appear in a box.
4. Are APD area staff members required to approve service plans for all actions?	No. During initial iBudget implementation, all cost and service plans will require area office review. After the initial review, instances of critical services reductions or cuts, budgets over 125% or less than 85% of targeted amounts, and services lacking pre-approval must be reviewed by the area office.
5. What does it mean when iBudget indicates that a record is in a *Draft*?	*Draft* status for iBudget plans indicates that a WSC is working on the plan but has not submitted it for approval.
6. What provisions have been made in the application for backup WSCs, and how do they access to help out?	The owner or head of a waiver support coordinator agency can have all their WSC employees granted access to the appropriate backup through a team-sharing feature in iBudget. Solo WSCs will need to work through the local APD area office to turn over access to a backup WSC.
7. When a cost plan changes within a service family, will the area review all services or just the one to be changed?	The service families of Life Skills Development and Personal Supports will have the most flexibility and some changes will not require an area office review. Changes to services in other service families will need to be reviewed by the area office and can be handled promptly through the electronic iBudget system.

8. When a customer has approved Personal Supports but the WSC sees a need to add behavioral services, is an area review required?	Yes.
9. When adding services, the application requires a "Yes" or "No" response after *Required* and *Critical* services. What is that in reference to?	Required and critical services cannot be modified without a review by the APD area office. For example, a customer wishing a decrease in nursing hours in order to attend a meaningful day activity would require a review and decision by the area office to ensure health and safety needs are met. Services such as Life Skills Development may be modified with a lesser degree of review.
10. Within waiver support coordination agencies, can all of the WSCs for the specific agency see all customers for the agency?	No. Only an agency head can view all customers for the agency. WSCs employed by an agency can "Team Share" and assign privileges to another WSC in that agency in order to provide uninterrupted support. Solo WSCs will work through the local area office to "Team Share" with another coordinator, in the event of absence or inability to provide support. The area office can assign or reassign a customer to a specific WSC if necessary.
11. How are the flags in the application communicated to area staff members?	Flags generate a new task and an email is transmitted to the area office.
12. After the cost plan is complete, are you able to go in and delete the service by removing the allocated amount for the month?	Once a service plan is submitted and approved, the WSC will need to close out that service plan and create a new one. If no further review is needed, this process takes no more than 24 hours from initiation to service authorization notification.
13. Are service authorizations and provider authorization numbers really automatic, or do WSCs initiate an action in the system before the approval goes out?	WSCs will click on the *Submit* button in the iBudget application as the initial request to begin the review process. The WSC will then see *Cost Plan Pending WSC Review*. The WSC will click the *Submit* button again, and the plan will either be approved or sent automatically for area office review. The WSC will be able to monitor the status of the plan, and the screen will say *Pending Area Office Review*. Once a plan is initially approved, a WSC may work with a customer to move some services, change units, change providers, or change frequency. As long as the service is pre-approved and within the individual budget allocation, a further review should not be necessary. There are automatic flags in the iBudget system that will alert the area office if needed services are changed. For example, a reduction in nursing services to reallocate funds will force an area review for health and safety needs.