

PROVIDER ADVISORY #2018-009
PROVIDER REQUESTS FOR INCREASED SERVICES

ACTION REQUIRED

EFFECTIVE DATE: MAY 22, 2018

Thank you for your commitment to serving individuals with developmental disabilities. The Agency for Persons with Disabilities (APD) is providing the following information to better serve consumers and to provide further clarification for providers on their role in the process of working with the Waiver Support Coordinators (WSCs) to ensure service needs are met.

The Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook, Rule 59G-13-.070, Florida Administrative Code (F.A.C.), requires WSCs to submit requests for additional services that impact the consumer's health, safety, and welfare within five calendar days of being apprised of such need. Providers play a critical role in ensuring that consumers access services to meet their needs. Providers must submit documentation, as required by rule, to the WSC so APD can authorize the appropriate level of medically necessary services.

The WSC can use the flexibility of the iBudget program to help meet the needs of individuals. The flexibility of the iBudget allocation allows for:

- The use of natural or generic/community resources as the first source to use in meeting needs of the individual. WSCs should use the APD Resource Directory to find community resources at <http://resourcedirectory.apd.myflorida.com/resourcedirectory/>;
- The movement of funding from one anticipated service that may not be needed to another service that serves a greater need of the consumer;
- The use of funding that has not been used in prior months to be moved forward for use in meeting the consumer's changing needs in the future; and
- The use of waiver funds as funding of last resort

As the budget year moves forward, the WSC should monitor the use of services because some services do not get used as much as previously anticipated. This frees up money to use for other service needs. Making these immediate changes that are available to the WSC within the iBudget allocation flexibility can provide the individual with more immediate access to the services needed.

For WSCs to timely address a consumer's changed needs, the provider must give the WSC documentation to support the changed need **prior to the WSC submitting a Significant Additional Needs (SAN) request** for increased funds. When WSCs submit a SAN request, it is critical that the WSC include all required documentation at the time of submitting the SAN request to show justification for the need for the service. Sometimes the increased service

need is identified by the provider. Other times, needs are identified by the WSC, consumer, or family. In all cases, the proper documentation must be provided for APD to make a medical necessity decision on the SAN. Documentation requirements are identified in the iBudget Rules 65G-4.0213 through 65G-4.0218, FAC, and the Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook (July 2017), Rule 59G-13.070, FAC. Please refer to the attached "*Waiver Support Coordinator (WSC) Job Aid – Significant Additional Needs*" list that identifies what information is required for each service request.

If the consumer requires additional funds to meet a changed need, the WSC will submit a SAN request within 5 days of receipt of the documentation from the provider. As always, if there is an immediate health and safety concern, the WSC or provider must contact the APD Regional office immediately.

Thank you again for your continued commitment to making this process successful.