



State of Florida
Agency for Persons with Disabilities

WellSky Human Services for APD iConnect
Significant Additional Needs (SAN) Module
V10 7/22/2020
WSC Version

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Introduction | SAN Training Guide

If a Consumer has significant additional needs that exceed the algorithm amount or cannot be met within their current budget, the Waiver Support Coordinator submits a Significant Additional Needs (SAN) request. Prior to submitting a SAN request, the Waiver Support Coordinator should work with the consumer to:

1. Identify resources outside of the iBudget Waiver program to meet the individual's needs;
2. Address the individual needs within the existing budget; or
3. Move unallocated or unused funds to meet the needs.

Waiver Support Coordinators are required to gather all required documentation to support the funding request. Waiver Support Coordinators should refer to the *WSC Job Aid Significant Additional Needs Documentation* to ensure that required information is available. Upon receipt of a SAN request, the Agency will complete an individual review in accordance with rule requirements and either approve, deny, or partially approve the request.

There are two possible scenarios for when a new algorithm is generated as part of a SAN request. A new algorithm always means a new AIM.

1. If the consumer accepts the new algorithm, the region will update the algorithm and budget transaction. SAN will be withdrawn.
2. If the consumer does not accept the new algorithm and the SAN is submitted, State Office reviewers will update the algorithm on the budget screen, if warranted, as part of the review process.

Chapter 1 | Create a SAN Request

WSC - Create SAN Request

To create a SAN Request in APD iConnect the WSC will create a SAN record, complete a SAN Assessment, and define a proposed budget amount.

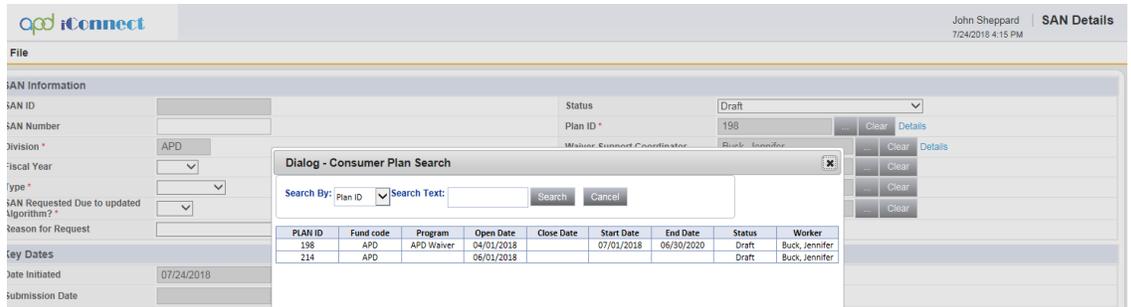
1. The WSC will navigate to the Consumers' record and click on the SAN tab. Select **Add SAN Details** from the File Menu.

The screenshot shows the iConnect user interface. At the top, the user is identified as John Sheppard, with a role of WSC/CDC. The main navigation bar includes 'File', 'Ticklers', and 'View Consumer Incident'. The 'File' menu is open, showing options like 'Add New Demographics Search', 'Add SAN Details', and 'Print'. The 'Add SAN Details' option is highlighted. Below the menu, there are search filters for 'Consumers' and 'Last Name'. The main content area shows the 'CONSUMERS' tab selected, with a sub-tab for 'SANS'.

2. The SAN Detail page displays. In the SAN Information section, complete the following fields:

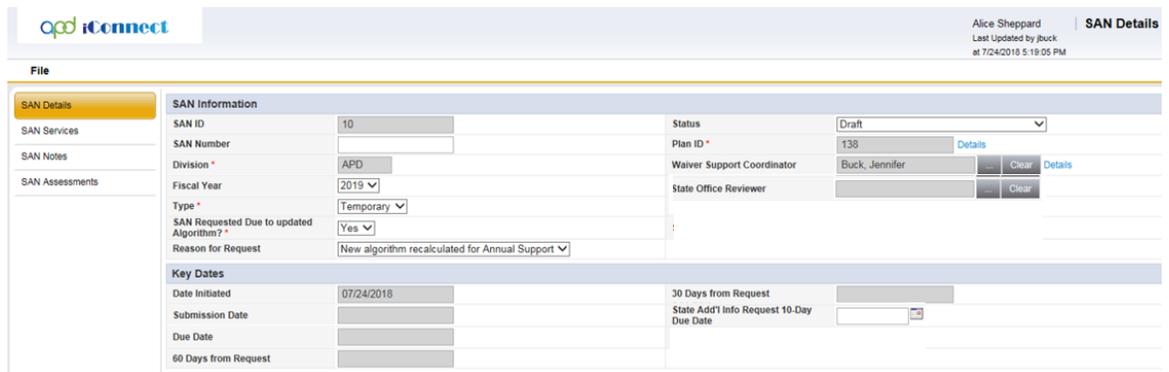
The screenshot shows the 'SAN Information' form. The form is divided into several sections. The 'SAN ID' field is populated with a unique number. The 'Division' field is set to 'APD'. The 'Type' field is set to 'Permanent'. The 'SAN Requested Due to updated Algorithm?' field is set to 'Yes'. The 'Reason for Request' field is set to 'Other'. The 'Status' field is set to 'Draft'. The 'Plan ID' field is empty. The 'Waiver Support Coordinator' field is set to 'Buck, Jennifer'. The 'State Office Reviewer' field is empty. The 'Key Dates' section is also visible.

- a. SAN ID – auto populated with a unique number by the application after the record is saved.
- b. Division – required and defaults to APD
- c. Indicate the Type of Need, “Permanent” or “Temporary”
- d. SAN Requested Due to updated Algorithm = select Yes or No
- e. Reason for Request = select a value
- f. Status = defaults to Draft
- g. Description = optional text field
- h. Plan ID = select ellipsis to search for and select the APD Waiver Plan this SAN is associated to.



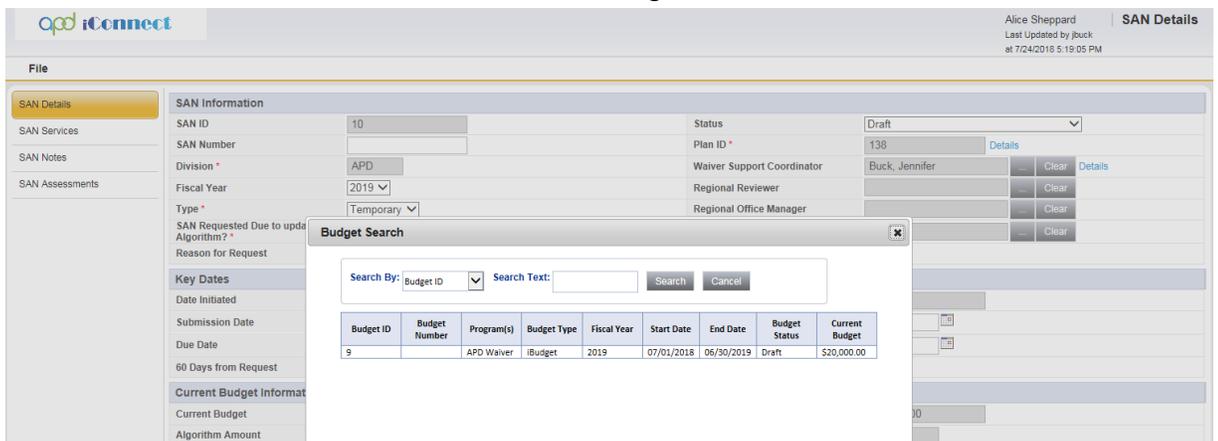
i. User's name defaults as the Waiver Support Coordinator

3. From the File Menu, select **Save SAN Details**. Additional tabs are displayed on the left.



WSC - Populate the Current Budget

1. In the Current Budget Information section, select the **ellipsis** to search for and select the APD Waiver budget.



2. The current budget info populates on the SAN Details page > Current Budget Information section.

- Current Budget – Non-editable, calculated field that displays the sum of all Budget Transactions for this Consumer Budget.
- Algorithm Amount - Non-editable field that displays the Algorithm Amount value from the Consumer Budget details page.
- Amount Unauthorized - Non-editable, calculated field that displays the Current Budget less Amount Authorized.

WSC - Create WSC SAN Assessment

The SAN Assessment is a form in APD iConnect that includes information required by the iBudget Rule and handbook.

1. The WSC will select the SAN Assessment tab. Select **Add SAN Assessment** from the File menu.

2. Select **WSC SAN Request** from the Please select dropdown list.
3. In the Header, answer the following fields:
 - a. Worker = defaults to the user

- b. Review Date = defaults to today
- c. Status = Draft

The WSC SAN Request form will remain in ‘Draft’ status until the WSC addresses all the questions in the form, and all the documentation needed for the SAN Request is gathered. Then, the WSC will update the status on the “WSC SAN Request” form to “Complete.”

4. Answer the questions within the assessment

The screenshot shows the 'iConnect' interface for a 'WSC SAN Request'. At the top right, it says 'Violet Sheppard | SAN Assessment' and 'Last Updated by lritchie at 1/21/2019 8:58:46 AM'. The main form area is titled 'WSC SAN Request' and contains several sections:

- Section 1:** Worker (Ritchie, Lesli), Review Date (10/19/2018), Status (Draft).
- WSC Processing:** Behaviors (Yes), Psychological/psychiatric Assessments or Reports (Attached to Note), Baker Act Summaries (Attached to Note), Does the individual have mental health concerns? (No).
- Waiver Support Coordinator (WSC) Job Aid:** A section with explanatory text about SAN request requirements.
- Section A. Checkpoint for All Submissions:** A checklist of actions taken prior to submission, all of which are checked:
 - WSC attempted to address needs within available budget
 - WSC moved unallocated funds to meet needs, but funds were not sufficient to cover the need
 - WSC moved funds from unused services to meet needs, but funds were not sufficient to meet the need
 - Support Plan and applicable amendments completed and attached, with an explanation of why additional funding is needed.
 - Documentation attached includes attempts to locate natural or community...

5. When all questions are answered, scroll to the top of the form, and update the status to “Complete.”

6. From the File menu, select **Save and Close SAN Assessment.**

WSC - Attach Supporting Documentation

The WSC must acknowledge the documentation that is being attached in the Service Supporting Documentation section of the WSC SAN Assessment Form. The WSC will also create a SAN Note in APD iConnect to indicate where in the record the documentation can be found and/or upload the supporting documentation as attachments to a Note.

1. From the SAN record > Select the **SAN Notes** tab. Select **File > Add SAN Note**.

The screenshot shows the iConnect system interface. The 'File' menu is open, showing options: 'Add SAN Note', 'Print', 'Close SAN Notes', and 'SAN Notes'. Below the menu is a search bar with 'Search' and 'Reset' buttons. The main area displays a table with the following data:

Note Date	Note By	Note Type	Note Sub-Type	Description	Status	Date Completed	Attachment
07/24/2018	Buck, Jennifer	SANs	Supporting Documentation		Pending		No

Navigation controls at the bottom of the table include: << First, < Previous, Retrieve 15 Records at a time, Next >, Last >>

2. The SAN Note Page displays. Complete the following fields:
 - a. Note By = defaults to self
 - b. Note Date = defaults to today
 - c. Fund Code = defaults to APD and is read only
 - d. Note Type = SAN
 - e. Sub-Type = Supporting Documentation.
 - f. Description = summary of the documents included
 - g. Note = Append text to Note as needed.

If supporting documentation exists in the Consumer record but is not attached to this SAN Note, the WSC must let the reviewer know where in the Consumer record to find it.

EX: "See 5/13/19 Specialty Assessments/Treatment Plans Note Type; Environmental Accessibility Adaptation Subtype for EAA Assessment."

- h. Status = Pending (the note remains editable)
- i. Note Recipient = No note recipient is needed. The Reviewer will automatically review all notes as part of processing the SAN Request.

The screenshot shows the 'SAN Note' form in the iConnect system. The form is titled 'SAN Note' and is located under the 'File Reports' menu. The form fields are as follows:

- Note By ***: Buck, Jennifer
- Note Date ***: 07/24/2018
- Fund Code ***: APD
- Program**: APD Waiver (with a 'Details' link)
- Note Type ***: SAN
- Note Sub-Type**: Supporting Documentation
- Description**: (Empty text area)
- Note**: (Large text area with a 'New Text' button and an 'Append Text to Note' button)
- Status ***: Pending
- Date Completed**: (Empty text area)

3. From the File menu > select **Save and Close SAN Note**.

WCS - Create WCS SAN Services

1. The WCS will indicate the adjustment needed or no change for every planned service. The WCS will navigate to the SAN Services subpage.
2. A list of current Planned Services that are associated with the selected Plan on the SAN Details page, will display in the list view grid. The Reviewer Type is Current.



Tip

The SAN Services List View defaults to display 15 records per page. Change the default at the bottom of the page to a higher number to view all results on a single page.

Reviewer Type	SAN Service Status	Recommendation	Provider	Service Code	Service Description	Unit Type	Unit Cost	Cost	Start Date	End Date	Plan Service Status	Annualized Units	Annualized Amount	Included/Excluded	
Current			SUNRISE COMMUNITY OF SOUTHWEST FLORIDA, INC	S5102:UC	(4082) Life Skills Development - Level 3 (ADT) - Facility Based	Hour	\$4.86	\$6,968.40	07/01/2020	05/31/2020	Region Review Approved			Included	<input type="checkbox"/>
Current			NAPLES HOME CARE SERVICES OF SWFL CORP	T2023:UC:SC	(4187) Residential Habilitation - Minimal (month)	Month	\$2,440.65	\$29,287.80	07/01/2020	06/30/2021	Region Review Approved			Included	<input type="checkbox"/>
Current			ICKES HEIDI	G9012:UC	(4270) Support Coordination	Month	\$148.69	\$1,784.28	07/01/2020	06/30/2021	Region Review Approved			Included	<input type="checkbox"/>
Current			HOME DELIVERY INCONTINENT SUPPLIES CO INC	T4526:UC	(4434-AM) Adult Sized Disposable Incontinence Product, Protective Underwear/Pull - On, Medium	Item	\$0.85	\$2,040.00	07/01/2020	06/30/2021	Region Review Approved			Included	<input type="checkbox"/>
Current			HOME DELIVERY INCONTINENT SUPPLIES CO INC	S5199:UC	(4446) Personal Care Items, NOS	Item	\$45.00	\$540.00	07/01/2020	06/30/2021	Region Review Approved			Included	<input type="checkbox"/>
Current			SUNRISE COMMUNITY OF SOUTHWEST FLORIDA, INC	S5102:UC	(4082) Life Skills Development - Level 3 (ADT) - Facility Based	Hour	\$8,222.40	\$5.71	06/01/2020	06/30/2021	Region Review Approved			Excluded	<input type="checkbox"/>

<< First | < Previous | Retrieve 15 Records at a time | Next > | Last >>

- If there are two providers for the same service during the plan year, both do not need to be copied to the SAN request. The WSC will exclude one from the SAN Request and document the needs for the full year on a single SAN service record. For Personal Care Items (S5199:UC), there can be up to two SAN service records in the request.
- To exclude a service from the SAN request, on the SAN Services page, place a checkmark next to the service to be excluded.
- From the Tools menu select Excluded Current Service(s.) The value in the Included/Excluded column will update to Excluded. This logic only applies where the Reviewer Type = Current.

5 SAN Services record(s) returned - now viewing 1 through 5

Reviewer Type	SAN Service Status	Recommendation	Provider	Service Code	Service Description	Unit Type	Unit Cost	Cost	Start Date	End Date	Plan Service Status	Annualized Units	Annualized Amount	Included/Excluded	
Current			Generic CDC+ Provider	S5151:UC	(4221) Respite - Quarter Hour	15 mins	\$3.39	\$13,781.98	07/01/2019	06/30/2020	Approved			Included	<input type="checkbox"/>
Current			PALMETTO SUPPORT SERVICES, INC	G9012:UC:U5	(4400) Consultant - CDC	Month	\$148.69	\$594.76	07/01/2019	10/31/2019	Approved			Included	<input type="checkbox"/>
Current			HILL, ALESIA	G9012:UC:U5	(4400) Consultant - CDC	Month	\$148.69	\$1,189.52	11/08/2019	06/30/2020	Approved			Excluded	<input type="checkbox"/>
WSC			Generic CDC+ Provider	S5151:UC	(4221) Respite - Quarter Hour	15 mins	\$3.39	\$13,781.98	07/01/2019	06/30/2020	Approved			Included	<input type="checkbox"/>
WSC			PALMETTO SUPPORT SERVICES, INC	G9012:UC:U5	(4400) Consultant - CDC	Month	\$148.69	\$594.76	07/01/2019	10/31/2019	Approved			Included	<input type="checkbox"/>

<< First | < Previous | Retrieve 15 Records at a time | Next > | Last >>

- If Current SAN Service that is selected has been copied the user will not be able to exclude it or if the user tries to exclude SAN Services that are tied to other reviewer types, they will get a warning message.
- If a Current service was excluded in error, the WSC can place a checkmark next to each excluded current service record in the list view and from the Tools menu select "Include Current Service(s)" the value in the Included/Excluded column will update to Included where the current service record is checked. The WSC will then be able to copy those services.

8. To copy the Current services, the WSC will place a check in the checkbox field next to all Included Current services.

NOTE: Selecting the checkbox at the top of the grid will select all planned services at once.

9. From the File menu select **Copy Selected SAN Services(s)** to create a new SAN Service record for each selected planned service.

Reviewer Type	SAN Service Status	Recommendation	Provider	Service Code	Service Description	Unit Type	Unit Cost	Cost	Start Date	End Date	Plan Service Status	Annualized Units	Annualized Amount	Included/Excluded	<input type="checkbox"/>
Current			PALMETTO SUPPORT SERVICES, INC	G9012:UC:US	(4400) Consultant - CDC	Month	\$150.00	\$600.00	07/01/2019	10/31/2019	Approved			Excluded	<input type="checkbox"/>
Current			HILL ALESIA	G9012:UC:US	(4400) Consultant - CDC	Month	\$148.69	\$1,189.52	11/08/2019	06/30/2020	Approved			Excluded	<input type="checkbox"/>
Current			Generic CDC+ Provider	S5151:UC	(4221) Respite - Quarter Hour	15 mins	\$3.39	\$2,837.43	07/01/2019	06/30/2020				Excluded	<input type="checkbox"/>
Current			ABILITIES CENTER OF NORTHWEST FLORIDA, INC	S5102:UC	(4392) Life Skills Development - Level 3 (ADT) - Facility Based	Hour	\$15.85	\$1,157.05	04/07/2020	06/30/2020				Included	<input type="checkbox"/>

a. Based on the Role Permissions for the user, the system will automatically make a copy of all selected “Current” Planned Services with a new Reviewer Type = “WSC.”

10. New SAN Service Records are created with Reviewer Type = WSC.

Reviewer Type	SAN Service Status	Recommendation	Provider	Service Code	Service	Unit Type	Unit Cost	Cost	Start Date	End Date	Plan Service Status	Annualized Units	Annualized Amount	<input type="checkbox"/>
WSC	Pending	No Change	WSC Agency1	G9012:UC	(4270) Support Coordination	Month	\$148.69	\$1,784.28	07/01/2018	06/30/2019	Approved	12.0000	\$1,784.28	<input type="checkbox"/>
WSC	Pending	End Request	Generic CDC+ Provider	H0043:UC	(4176) Residential Habilitation - Basic (day)	Day	\$39.60	\$1,900.80	07/01/2018	06/30/2019		0.0000	\$0.00	<input type="checkbox"/>
WSC	Pending	New Service	Pending Provider	T2025:UC	(4600) Enhanced Intensive Behavioral Residential Habilitation, Day	Day	\$715.85	\$0.00	06/01/2019	06/30/2019		366.0000	\$262,001.10	<input type="checkbox"/>
WSC			WSC Agency1	G9012:UC	(4270) Support Coordination	Month	\$148.69	\$1,784.28	07/01/2018	06/30/2019	Approved			<input checked="" type="checkbox"/>
Current			WSC Agency1	G9012:UC	(4270) Support Coordination	Month	\$148.69	\$1,784.28	07/01/2018	06/30/2019	Approved			<input type="checkbox"/>
Current			Generic CDC+ Provider	H0043:UC	(4176) Residential Habilitation - Basic (day)	Day	\$39.60	\$1,900.80	07/01/2018	06/30/2019				<input type="checkbox"/>

11. The WSC will open each SAN Service record with Reviewer Type = WSC and modify the fields to reflect what is being requested.

a. Units Per: complete as appropriate for selected service code. The WSC may need to populate different amounts in this field so the system shows the proper number of units and cost.

- b. No of Units = total number of units needed for current fiscal year. The WSC may need to populate different amounts in this field so the system shows the proper number of units and cost.
- a. Max amount is an auto-calculated field based on the No of Units and the Unit Cost of the Service Code Selected.
- b. Cost is an auto-calculated field based on the No of Units and the Unit Cost of the Service Code selected for the Provider selected. The cost is the value used in the Proposed Budget calculations on the SAN Details page. This is an editable field that defaults to what was approved in the current approved plan. **The WSC Must update it to match the “Max Amount” value.**
- c. Provider ID: Search for and select “Pending Provider.” In the case of Transportation Services, if the transportation provider is known, search for and select the actual Transportation Provider, NOT “Pending Provider”
- d. The WSC should enter the Total Units needed for the Current Fiscal year AND Comments in the “Total Units needed ...field”

The screenshot shows the 'SAN Service Detail' form in the iConnect system. The form is titled 'Current/Proposed Service' and contains the following fields and values:

- Start Date:** 02/01/2020
- End Date:** 06/30/2020
- Provider Rate Type:** Agency
- Division:** APD
- Service Ratio:** (empty)
- Consumer County:** CLAY
- Geographic Differential:** Non-Geographic
- Index/Sub-Object Code:** A table with columns: IndexCode, Index Description, SubObject, SubObject Description. Row 1: Central, Central Region, Waiver, Budget Waiver.
- Service Code:** AD425 UC
- Service Description:** (4300) Transportation - Mile
- Unit Type:** Mile
- Units Per:** 200.00
- Units of Measure:** Week
- No of Units:** 4314.0000
- Provider ID:** 10055 (with a 'Details' link)
- Provider:** Pending Provider
- Unit Cost:** \$1.00
- Max Amount:** \$4,314.00
- Cost (MUST EQUAL MAX AMOUNT):** \$4,314.00
- Auth Svc ID:** 4400
- Total Units Needed for Current Fiscal Year & Comments:** (empty text area)
- Annualized Units:** 6500.0000
- Annualized Amount:** \$6,500.00

- e. The WSC will scroll down and update the SAN Information section to document a recommendation for that service.
- f. Status = Pending so the service record stays editable for use by the State Reviewer.
- g. Recommendation = select the correct value per service
- h. Effective Date = the effective date for the recommendation to be added by the State Reviewer and will be read only to the WSC. This is the date the service decision will be listed as effective on the Notice.
- i. State Comments = after the review is complete, the State Reviewer’s comments will be visible but read only to the WSC.

SAN Information	
SAN Service ID	613
SAN Service Status	Pending ▼
SAN Reviewer	WSC
Recommendation *	Increase Request ▼
Effective Date	
State Comments	

12. Select File > **Save and Close SAN Service Detail.**

13. Repeat these steps for each copied planned service.

14. The WSC can also recommend a new service. From the File Menu, select **Add New SAN Service.**



15. A new SAN Services record will be created, and the Waiver Support Coordinator will fill out the SAN Services fields.

- a. Reviewer Type = WSC
- b. New Service defaults as the Recommendation value.

- c. SAN Service Status defaults to Pending. After the review process, the State reviewer will change the SAN Service Status to Complete.

16. When complete, from the File menu, select **Save and Close SAN Service Detail**.

The screenshot shows the 'SAN Service Detail' form in the 'iConnect' system. The form is titled 'Current/Proposed Service' and contains various fields for service details. The 'File' menu is visible at the top left. The user 'John Sheppard' is logged in, and the page was last updated by 'jibuck' on 7/26/2019 at 12:56:50 PM.

IndexCode	Index Description	SubObject	SubObject Description
Central	Central Region	Waiver	Budget Waiver

Start Date * 07/01/2018

End Date * 08/30/2019

Provider Rate Type * Solo

Division APD

Service Ratio

Consumer County * MIAMI-DADE

Service Code * 97802-UC

Service Description (4040) Dietitian Services

Unit Type 15 mins

Units Per * 4.00

Units of Measure Business Day

No of Units 1040.0000

Provider ID * 10055

Provider Pending Provider

Unit Cost \$10.20

Max Amount \$10,608.00

Cost (MUST EQUAL MAX AMOUNT) * \$15,000.00

Auth Svc ID

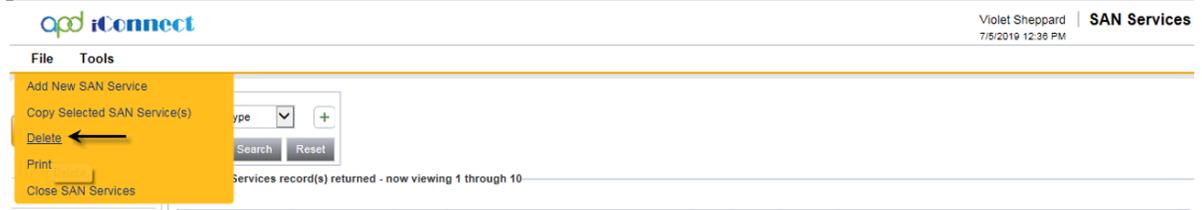
Total Units Needed for Current Fiscal Year & Comments * 700
The WSC will enter details of the Total Units needed for the current fiscal in this field in addition to the number of total units needed.

Annualized Units * 900.0000

Annualized Amount \$9,180.00

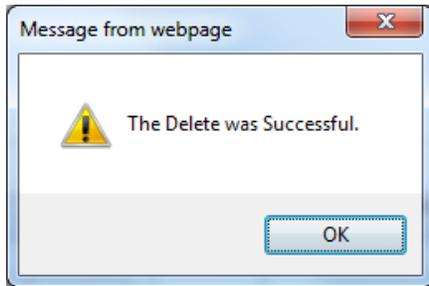
WSC - Delete WSC SAN Services

1. If the WSC created a SAN Service record in error, he/she will delete it.
2. The WSC will navigate to the Consumer's record and select the SAN Record. The SAN Details page displays. Select the SAN Services subpage. The SAN Services List view displays.
3. Select the checkbox to the right of the SAN Service that needs to be deleted.
4. From the **File** menu, select **Delete**.



5. A delete confirmation is displays.

NOTE: The SAN Services with Reviewer Type = Current cannot be deleted.



WSC - Define Proposed Budget Amount

- The WSC will navigate back to the SAN Details page and click the **Refresh Budget Info** button which will populate the WSC Proposed Budget fields according to the calculations below:

Proposed Budget	Proposed Budget: Current budget amount plus the amount in the proposed prorated increase field
Proposed Prorated Increase	Proposed Prorated Increase: Sum of Cost column on the SANS Services with a Review Type of WSC minus the current budget amount
Proposed Annualized Budget	Proposed Annualized Budget: Current budget amount plus the amount in the Proposed Annualized Increase field
Proposed Annualized Increase	Proposed Annualized Increase: Sum of Annualized Cost column on the SANS Services with a Review Type of WSC minus the current budget amount

File Reports Word Merge

SAN Details

SAN Services

SAN Notes

SAN Assessments

SAN Information

SAN ID: 64
 Division: APD
 Type: Permanent
 Status: Pending
 Description: [Empty]
 Plan ID: 268
 Waiver Support Coordinator: Thomas, Valerie
 State Office Reviewer: Thomas, Valerie

Key Dates

Create Date: 05/01/2019
 Submission Date: 05/01/2019
 Due Date: 05/31/2019
 60 Days from Request: 06/30/2019
 30 Days from Request: 05/31/2019
 Late Add'l Info Request 10-Day Due Date: [Empty]

Current Budget Information

Current Budget: \$5,000.00
 Algorithm Amount: \$0.00
 Amount UnAuthorized: \$0.00
 Current Budget Source: 5/1/2019 10:28 AM, 2019, APD, iBudget, Draft

Update Requested & Reviewer Budget Information

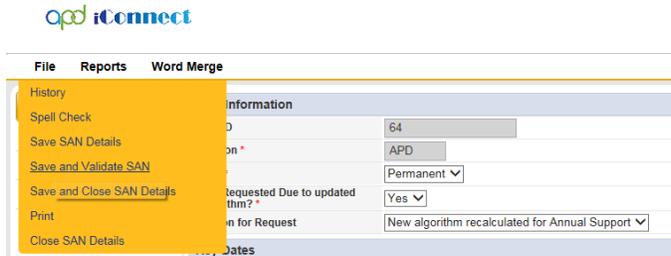
Last Refresh: 5/1/2019 12:02 PM by Valerie Thomas

Requester Budget

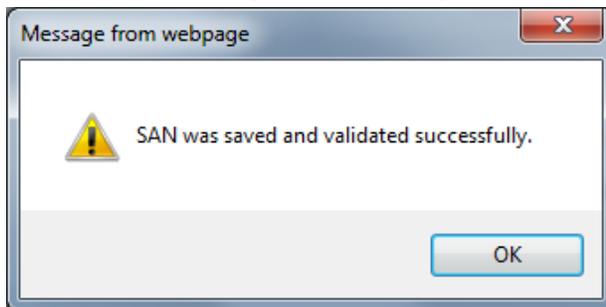
Proposed Budget: \$3,685.08
 Proposed Prorated Increase: -\$1,314.92
 Proposed Annualized Budget: \$263,785.38
 Proposed Annualized Increase: \$258,785.38

WSC - Validate SAN Request

1. When the WSC is ready to submit the SAN Request, they will select **Save and Validate** from the File Menu on the SAN Details page.



2. Validation rules will be executed and inform the Waiver Support Coordinator if they have a complete SAN Request.

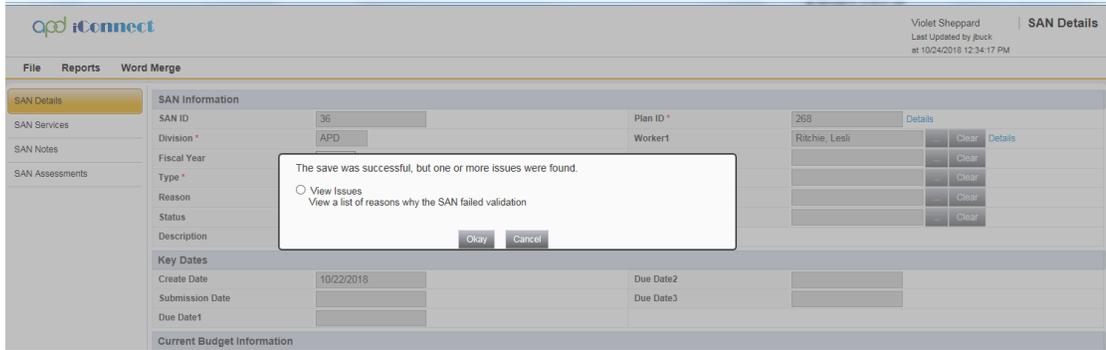


3. The standard SAN Validation rules are listed below:
 - a. SAN Rule 1: If one or more planned services on the plan linked to the SAN are modified after the SAN is created but before the decision is made, the user may or may not need

to modify the SAN depending on the changes and/ or their specific business processes and policies. This rule identifies planned services whose datetime stamp is later than the SAN creation datetime stamp and before the SAN decision datetime stamp. This rule excludes any planned services that have been excluded from the SAN.

NOTE: WSCs should make all anticipated changes to plans and planned services **before** creating a SAN. If planned services are changed after the SAN is created, it causes SAN validation failure. The only remedy for this is for the WSC to withdraw the SAN and create a new one. This is by design to ensure that the cost plan and SAN services match at the time of the WSC SAN submission. Once the WSC submits the SAN, they are once again able to make changes as needed on the cost plan.

- b. SAN Rule 2: If the plan that is linked to the SAN has one or more planned services that were created after the SAN record was created the user may or may not need to modify the SAN depending on the new services and/ or their specific business processes and policies. This rule identifies planned services that are not linked to the SAN.
 - c. SAN Rule 3: A WSC must include a SAN service for every Current service that has not been marked as excluded.
 - d. SAN Rule 8: SAN Services must have Status = Complete prior to Submission (State Reviewer) in order to enforce State having to review each WSC SAN Service.
 - e. SAN Rule 9: The State Reviewer must include a SAN service for every WSC service that has not been marked as excluded.
 - f. Custom SAN Rule 1: SAN can only be linked to an Approved Plan
4. If the SAN request did not pass validation, proceed to step 5. If the SAN request passed validation, proceed to step 6.
 5. The SAN request did not pass validation, a notification displays. The Waiver Support Coordinator will select View Issues to display the failed SAN Validation Report. The WSC will return to the SAN Services and adjust as needed, then Validate the SAN again. Repeat step 1.



SAN Validation Report - Problems Only

Description:
FY:
Type: Permanent
Request Date: 10/22/18

Current Validation Results

Rule	Item	Problem(s)
SAN Services Created	WSC: (4270) Support Coordination (WSC Agency1; 7/1/2018 - 6/30/2019)	• A SAN Service must be created for every service included in the SAN by the WSC.

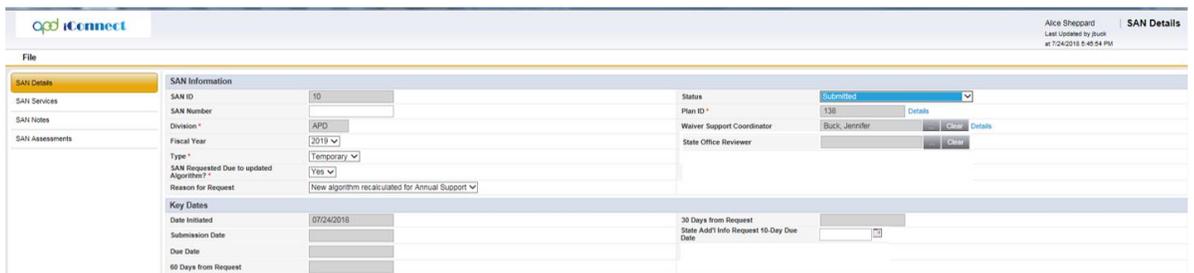
Validation History

Validation Date and Time	User	Action	Reason
10/24/18 12:35 PM	Jennifer Buck	Failed - View Report	

6. If the SAN request passed validation, the WSC will navigate to the SAN Detail subpage and update the status to **Submitted**. The submitted value is only visible after a successful Save and Validate is completed.

NOTE: If “Submitted” is not visible after a successful Save and Validate, refresh the page.

7. From the **File** menu > select **Save SAN Detail**.



8. Automated logic exists in APD iConnect to route the SAN request to the State Office according to pre-defined business

rules. The logic will change the status from Submitted, to Submitted to/for State Review.

The screenshot shows the 'SAN Details' page for a request with ID 73. The status is 'Submitted to State Review'. The plan ID is 62622. The waiver support coordinator is Jennifer Buck. The state office reviewer is blank. Key dates include: Date Initiated (04/09/2020), Submission Date (04/09/2020), Due Date (05/09/2020), 60 Days from Request (06/08/2020), and 30 Days from Request (05/09/2020). The reason for request is 'New algorithm recalculated for Annual Support'.

9. The State Reviewer will monitor his/her SAN Queue from My Dashboard to review the incoming SAN requests. Proceed to [State Review](#) section.

WSC - Withdraw SAN Request

If a SAN Request was created in error, the WSC will withdraw the SAN request.

1. The WSC will navigate to the Consumers' record and click on the **SAN** tab. Select the SAN record. The SAN Detail page displays. Update the following fields:
 - a. Status = Withdrawn-Created in Error

The screenshot shows the 'SAN Details' page for a request with ID 64. The status is 'Withdrawn-Created in Error'. The plan ID is 268. The waiver support coordinator is Valerie Thomas. The state office reviewer is Valerie Thomas. Key dates include: Date Initiated (04/09/2020), Submission Date (04/09/2020), Due Date (05/09/2020), 60 Days from Request (06/08/2020), and 30 Days from Request (05/09/2020). The reason for request is 'New algorithm recalculated for Annual Support'.

2. From the **File** menu, select **Save and Close SAN Details**.

Chapter 2 | SAN Triage

The State Office will triage SANs before assigning them to a reviewer. This triage process will identify any SANs that may need to be returned to WSCs before the review can begin.

WSC – Respond to a Returned SAN

1. The WSC will monitor their My Dashboard for Complete Notes in the Consumer Column.
2. Upon reviewing the note, the WSC will navigate to the consumer’s record and open the SAN.
3. The WSC will complete all tasks identified in the note from State Office.
4. Once all tasks have been completed, the WSC will update the SAN Status on the SAN Details page.
 - a. Status = Returned to State Office
 - b. File > Save and Close SAN

SAN Information	
SAN ID	55
Division *	APD
Type *	Temporary
SAN Requested Due to updated Algorithm?	No
Reason for Request	
Status	Returned to State Office
Description	
Plan ID *	98350
Waiver Support Coordinator	Reed, Monica
State Office Reviewer	
Key Dates	
Create Date	06/11/2020
Submission Date	
30 Days from Request	
State Add'l Info Request 10-Day Due Date	

Chapter 3 | Request for Additional Information

Sometimes the State Review requires additional information from the WSC.

1. This process is managed in APD iConnect by creating a Consumer Note and assigning the involved parties as Note Recipients as the notification process.
2. The WSC will be added as the recipient will complete the request, update the existing Note, and add the Reviewer as a recipient.

State - SAN RAI Notice

1. When items are missing from the Consumers funding request packet and additional information is needed from the Consumer, the SAN Request for Additional Information Notice is mailed to the Consumer and also saved as a note in APD iConnect.
2. The WSC will monitor My Dashboard for incoming Pending notes and review the SAN > Additional Information Request by State note for details of what is needed from the consumer.
3. The WSC will work with the consumer to obtain the requested information, scan, and save it to the computer.
4. The WSC will open the Additional Information note and update the following fields:
 - a. Sub-Type = Additional Information Submitted to State
 - b. Attach the requested documentation.
 - c. Note Recipient = search for and select the State Office reviewer.



File Tools Reports

Note By *	Ritchie, Lesli
Note Date *	04/02/2020
Fund Code *	APD
Program	
Note Type *	SAN
Note Sub-Type	Additional Information Submitted to State
Description	
Note	Add notes here
	<p>New Text</p> <p>B <i>I</i> <u>U</u> 13px A</p> <p>Append Text to Note</p>
Status *	Pending
Date Completed	

Chapter 3 | SAN Decision

The State Office Reviewer renders a decision on the SAN the following steps will be completed.

- The budget will be updated if indicated.
- The applicable notice will be sent to the consumer/legal representative.
- The notice will also be attached to a note and the WSC will be added as the note recipient.
- Once the notice is sent, the reviewer will also close the SAN record.

WSC - Update Planned Services as needed

1. The Waiver Support Coordinator monitors his/her My Dashboard > Notes for incoming SAN Notes. The WSC was added as a Note Recipient when the Notice was sent to the Consumer. Based on the SAN decision, the WSC will update the planned services.

The screenshot shows the iConnect software interface. At the top, there is a navigation bar with the iConnect logo and a user greeting: "Welcome, Jennifer Buck | Notes 8/10/2018 12:52 PM". Below the navigation bar, there are "File" and "Tools" menus. A "Filters" section is visible, containing dropdown menus for "Status" (set to "Equal To"), "Complete", and "AND", along with a search field for "iConnect ID" and "Search" and "Reset" buttons. Below the filters, a message states "0 Notes record(s) returned - now viewing 1 through 8". A table displays the following data:

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status
10106	Sheppard, John	SANs	Notice of Approval SAN Letter	07/25/2018	Word Merge Template	Thomas, Valerie	Complete
10053	Sheppard, Alice	SANs	Notice of Approval SAN Letter	07/24/2018		Buck, Jennifer	Complete
10053	Sheppard, Alice	Forensic	Involuntary Commitment	05/01/2018	description	Buck, Jennifer	Complete
10053	Sheppard, Alice	Crisis	Crisis Committee Decision	04/25/2018		Buck, Jennifer	Complete

2. Select the Note to display the details and the SAN Decision. When complete, from the File menu, select **Close Notes**.

Notes

Notes Details

Division *	APD
Note By *	Buck, Jennifer
Note Date *	07/24/2018
Program/Provider	APD Waiver
Note Type *	SANs *
Note Sub-Type	Notice of Approval SAN Letter
Description	Approved
Note	
Status *	Complete
Date Completed	08/10/2018

- Using the **WSC/CDC Cost Plan Adjustment** role, the Waiver Support Coordinator navigates to the Consumer record and selects the **Plan** tab and opens the APD Waiver Plan record.

Plans

Role: WSC/CDC+

View Consumer Incident

Quick Search: Consumers Last Name GO

MY DASHBOARD **CONSUMERS** PROVIDERS INCIDENTS CLAIMS SCHEDULER UTILITIES REPORTS

Sheppard, Alice (10053)

Diagnosis Eligibility Medications Auths Provider Documentation Contacts Consumer Module User
Demographics Divisions Consumer Budgets Programs Provider Selections SANS Notes Forms Appointments **Plans** Waiting List Payers

Filters: Division Search Reset

6 Plans record(s) returned - now viewing 1 through 6

+	Division	Program	Cost Plan Creation Date	Closed Date	Worker	Status	Cost Plan Begin Date	Cost Plan End Date
+	APD	APD Waiver	05/23/2018		Fisher, Joyce	Pending		

- The Plan Information page displays. Select **File > Reverse Status** to put the Plan back into Draft status in order to make edits.

File Reports

- Duplicate
- Spell Check
- Reverse Status
- History
- Print
- Close Plan Information

Plan Information

APD

APD Waiver [Details](#)

Reed, Monica [Details](#)

Creation Date * 07/01/2018

Comments

Status * Approved

Cost Plan Begin Date * 07/01/2018

Cost Plan End Date * 06/30/2019

5. Select the **Planned Services** subpage. The Planned Services list view displays.

File Tools

Planned Services

Filters

Max Amount [v] +

Search Reset

1 Planned Services record(s) returned - now viewing 1 through 1

Provider	Service Code	Service Description	Unit Type	Rate	Max Amount	Amount Requested	Total No of Units	Begin Date	End Date	Provider Rate Type	Service Ratio	Consumer County	
APD Test Provider	0199	Support Coordination	Month	\$148.69	\$297.38		2.0000	05/23/2018	06/29/2018				<input type="checkbox"/>
					\$297.38		2.0000						<input type="checkbox"/>

<< First < Previous Retrieve 15 Records at a time Next > Last >>

6. Select the planned services and update to reflect the determination on the Notice.

7. When complete, from the File menu, select **Save and Close Planned Services**.

8. The Waiver Support Coordinator will validate the plan and obtain Regional and/or State review as required for authorizations. See the Consumer Training Manual Chapter 11 | Cost plan for details on plan validation and authorizations.