

## iConnect Significant Additional Needs (SAN) Quick Reference Guide – WSC Version

### Introduction | SAN Quick Reference Guide

This quick reference guide is a condensed set of instructions to assist the Waiver Support Coordinator (WSC) in completing a Significant Additional Needs (SAN) request. For detailed instructions, utilize the [SAN Training Guide for WSCs](#). WSCs are also encouraged to utilize the [WSC Job Aid for Cost Plans and Significant Additional Needs Documentation](#) to ensure that the required information is available.

### PRIOR to Requesting a SAN

If a Consumer has a significant additional need that exceeds the algorithm amount or cannot be met within their current budget, the WSC will submit a SAN request. Prior to submitting a SAN request, the WSC needs to complete the Verification of Available Services (VAS) form in iConnect no later than 30 days prior to submitting the SAN request. The WSC will work with the consumer to:

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

*Rule 65G-4.0218(7)(a), F.A.C. states, "The Agency will not consider incomplete SANs requests due to lacking material information to determine whether SANs criteria are met."*

*Documentation of attempts made within 30 days prior to the submission of the SAN request to locate natural or community supports, third-party payers, or other sources of support to meet the client's health and safety needs (Rule 65G-4.0218(5)(c), F.A.C.). This information must also be documented and verified by the WSC on the Verification of Available Services form.*

### Creating a SAN Request (WSC)

**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. Please review [Validating the SAN Request](#) Section for additional details.

1. To begin, log into iConnect and set Role = **WSC/CDC**. Click **Go**.
  - a. The WSC will navigate to the Consumers' record and click the **SAN** tab > **File** > **Add SAN Details**.
2. The SAN Detail page displays. In the SAN Information section, complete the following fields:
  - 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. Type of Need = “Permanent” or “Temporary”
  - d. SAN Requested Due to updated Algorithm = select Yes/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 WSC
3. When finished, click **File > Save SAN Details.**
    - a. Additional tabs are displayed on the left.

### Populating the Current Budget

1. In the Current Budget Information section of the SAN Details page, select the ellipsis to search for and select the APD Waiver budget.
2. The current budget information populates on the SAN Details page within the Current Budget Information section.

### Creating the SAN Assessment

1. The WSC will select the **SAN Assessment** tab. **File > Add SAN Assessment.**
2. Select WSC SAN Request from the 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.

***NOTE:*** *The SAN Assessment is the SAN certification which needs to be filled out completely and indicate where the required documentation is located. [Please review Rule 65G-4.0218, F.A.C.](#)*

4. Answer the questions within the assessment.
5. When all questions are answered update the status to Complete.
6. **File > Save and Close SAN Assessment.**

### Attach Supporting Documentation – SAN Notes

1. The WSC will select the **SAN Notes** tab > **File > Add SAN Note**.
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
3. **File > Save and Close SAN Note**

### Creating WSC SAN Services

1. The WSC will navigate to the **SAN Services** subpage to indicate the adjustment needed or no change, as applicable, for every planned service.
2. A list of current Planned Services that are associated with Plan selected previously on the SAN Details page, will display in the list view grid. The Reviewer Type = Current.
  - a. No Changes need to be made within these current Planned Services.
3. 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.
  - a. To exclude a service from the SAN request, place a checkmark next to the service to be excluded on the SAN Services page.
  - b. **Tools > Exclude Current Service(s)** The value in the Included/Excluded column will update to Excluded. This logic only

applies where the Reviewer Type = Current.

*Note: If the 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.*

- c. If a Current SAN service was excluded in error, the WSC can place a checkmark next to each excluded current service record in the list view and **Tools > 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.
4. 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.
5. **File > Copy Selected SAN Services(s)** to create a new SAN Service record for each selected planned service.
  - 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.”
6. New SAN Service Records are created with Reviewer Type = WSC.
7. 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
  - c. Max amount = auto-calculated field based on the No of Units and the Unit Cost of the Service Code Select
  - d. Cost (MUST EQUAL MAX AMOUNT) = 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.
  - e. 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”
- f. Total Units Needed for Current Fiscal Year & Comments = The WSC will enter the Total Units needed for the Current Fiscal year AND Comments.
  - g. Scroll down and update the SAN Information section to document a recommendation for that service.
  - h. SAN Service Status = Pending so the service record stays editable for use by the State Reviewer. [Rule 65G-4.0218\(7\)\(a\), F.A.C](#)
  - i. Recommendation = select the correct value per service (End Request, Increase Request, No Change, or Reduce Request)
  - j. 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.
  - k. State Comments = after the review is complete, the State Reviewer’s comments will be visible but read only to the WSC.
8. **File > Save and Close SAN Service Detail.**
  9. Repeat these steps for each copied planned service.
  10. The WSC can also recommend a new service not listed in the current plan. To begin, **File > Add New SAN Service.**
  11. A new SAN Services record will be created, and the WSC will fill out the SAN Services fields.
    - a. Reviewer Type = WSC
    - b. Recommendation defaults to New Service.
    - c. SAN Service Status defaults to Pending. After the review process, the State reviewer will change the SAN Status to Complete.
  12. When complete, **File > Save and Close SAN Service Detail.**

### Deleting SAN Services

1. If the WSC created a SAN Service record in error, he/she will need to 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.

- A delete confirmation is displayed.

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

### Defining the 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              | <b>Proposed Budget:</b> Current budget amount plus the amount in the proposed prorated increase field                                            |
| Proposed Prorated Increase   | <b>Proposed Prorated Increase:</b> Sum of Cost column on the SAN Services with a Review Type of WSC minus the current budget amount              |
| Proposed Annualized Budget   | <b>Proposed Annualized Budget:</b> Current budget amount plus the amount in the Proposed Annualized Increase field                               |
| Proposed Annualized Increase | <b>Proposed Annualized Increase:</b> Sum of Annualized Cost column on the SAN Services with a Review Type of WSC minus the current budget amount |

### Validating the SAN Request

- 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.
- The standard SAN Validation rules are listed below:
  - 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 before Submission (State Reviewer) to enforce the 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.
3. If the SAN request did *not* pass validation, proceed to step 4.  
If the SAN request *passed* validation, proceed to step 5.
  4. The SAN request validation outcome window displays. The WSC will select “View Issues” to display the failed SAN Validation Report. The WSC will return to the SAN Services and adjust as needed, then Save and Validate the SAN again. Repeat step 1.
  5. If the SAN request passes 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 validation is completed.  
  
NOTE: If Submitted is not visible after a successful Save and Validate, refresh the page.
6. **File > Save SAN Detail.**
  7. Automated logic exists in 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.
  8. The State Reviewer will monitor his/her SAN Queue from My Dashboard screen to review the incoming SAN requests.

### **Withdrawing a SAN Request**

1. If a SAN Request was made in error, 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:  
Status = Withdrawn-Created in Error
2. **File > Save and Close SAN Details**

## APD Role | 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.

## Responding to a Returned SAN

1. The WSC will monitor 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**

## Request for Additional Information

1. This process is managed in 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.

## APD- SAN RAI Notice

1. When items are missing from the consumer's funding request packet and additional information is needed from the Consumer, the SAN Request for Additional Information Notice is mailed to the Consumer and saved as a note in 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 did not pass validation and a notification
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.



## Updating Planned Services as Needed

1. The WSC monitors his/her My Dashboard for 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.
2. Select the Note to display the details and the SAN Decision. When complete, from the File menu, select Close Notes.
3. Using the **WSC/CDC Cost Plan Adjustment** role, the WSC navigates to the Consumer record and selects the **Plan** tab and opens the APD Waiver Plan record.
4. The Plan Information page displays. Select **File > Reverse Status** to put the Plan back into Draft status to make edits.
5. Select the **Planned Services** subpage. The Planned Services list view displays.
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 WSC 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.