



State of Florida
Agency for Persons with Disabilities

APD iConnect
Behavioral Services Training Manual Version 6
8/11/23

Behavioral Services

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Introduction

Behavior analysis services are provided to assist recipients to learn new, or increase existing, functionally equivalent replacement skills directly related to existing challenging behaviors. Challenging behaviors include those behaviors exhibited by the recipient that pose risk of harm to the recipient or others (i.e., aggression, self-injury, property destruction, behaviors that prevent inclusion in normal settings, or behaviors that the recipient does not exhibit with sufficient proficiency or skill to prevent harm to the recipient or others, including resisting basic hygiene, and refusal to take medications).

Behavior analysis includes the design, implementation, and evaluation of systematic environmental modifications that assist in understanding a recipient's behavior and to produce significant change in the recipient's behavior that is socially meaningful. Behavior analysis services should be initiated with a plan for maintaining and generalizing behavioral improvements, as well as an initial criteria for the reduction and fading of behavioral services. As caregivers show increasing competence in delivering the implementation plan, and the recipient's target behaviors are responding to effective treatment, the plan should set forth target behavior criteria to be achieved by the recipient that lead to a specified reduction in the level of service. Subsequent to the initial plan, an updated fading plan must be addressed, at a minimum, as part of the annual behavior analysis service plan (BASP) update.

There are seven behavioral services workflow processes that will be covered in this manual. These workflows begin with the WSC identifying the need for behavioral services for the consumer.

1. BASP Approval Process which includes the LRC Case Review process
2. Service Eligibility Review Process
3. Increase in Behavioral Services Process
4. Completion of Behavior Analysis Service Quarterly Report (BASQR) Process
5. Report Use of Reactive Strategies Process
6. Reactive Strategies (RS) Event Review and Follow-Up Process
7. State Office Reactive Strategies (RS) Event Follow-Up and CMS Reporting Process

1. BASP Approval Process

The BASP approval process includes the following steps:

1. The Waiver Support Coordinator (WSC) completes behavioral analysis service provider selection process with consumer to pick the behavior analysis service provider to complete Behavior Analysis Assessment (BAA).
2. The WSC creates the Provider selection record and authorization.
3. The behavior analysis service provider completes Behavior Analysis Assessment (BAA) form in APD iConnect.
4. The WSC will use Workflow Wizards to monitor the completion of the Behavior Analysis Assessment (BAA) within 30 days of the first billed date.
5. The WSC confirms the behavioral analysis service provider to provide the behavior analysis service, complete the BASP and create an authorization if needed.
6. The behavior analysis service provider completes the BASP form in APD iConnect.
7. The WSC will use Workflow Wizards to verify the BASP is completed (e.g. form is present) within 90 days of the first billed date.
8. The behavior analysis service provider submits the BASP for Local Review Committee (LRC) review.
9. LRC Chair completes the Preliminary Review and informs the behavior analysis service provider of the date of the LRC meeting.
10. The LRC meeting is held and the BASP is “approved”, “not approved”, or “approved with modifications”.
11. The behavior analysis service provider corrects and resubmits those that are “not approved” or “approved with modifications.”
12. If revised BASP is submitted timely and sufficiently addresses revision requirements, the BASP will be approved.
13. If revised BASP is not submitted timely, the revised BASP will be handled as new submission for LRC review and will be placed on the first available agenda within the timeframes set forth in 65G-4.
14. If revised BASP is submitted timely, but is insufficient, the behavior analysis service provider will be notified of any revisions that must still be made.

1a. Behavior Analysis Service Provider Selection Process

A member of the consumer’s circle of supports identifies a potential need for behavior services and informs the WSC. The WSC will take the appropriate steps in the PCSP/cost planning workflows.

Behavioral Services

The Waiver Support Coordinator (WSC) completes the provider selection process with consumer to pick the behavior analysis service provider who will complete the Behavior Analysis Assessment (BAA) and documents as a note in APD iConnect.

Role: WSC/CDC

1. The WSC schedules interviews with behavior analysis service providers based on the consumer's choice.
2. The WSC will create a note after each interview in APD iConnect. One note must be created for each interview. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - a. Program/Provider = the name of the WSC agency
 - b. Note Type = Consumer Choice – Provider Interview
 - c. Note SubType = Behavioral Services
 - d. Provider Interviewed = Enter the name of the behavior analysis service provider agency
 - e. Date Provider Interviewed = Select the date the interview occurred
 - f. Description = Selection Accepted + behavior analysis service provider name or Selection Denied + behavior analysis service provider name.
 - g. Status = Complete
 - h. Note = additional details about the interview if needed.

Behavioral Services

Notes Details	
Division *	APD ▼
Note By *	Buck, Jennifer ▼
Note Date *	07/03/2023
Program/Provider *	1 CARE LLC ▼ Details
Note Type *	Consumer Choice - Provider Interview ▼*
Note Sub-Type	Behavioral Services ▼*
Provider Interviewed	Dr. Happy
Date Provider Interviewed *	06/30/2023
Description	Selection Accepted - Dr. Happy
Note	<div style="border: 1px solid #ccc; padding: 5px;"><p>B <i>I</i> <u>U</u> 16px A ▼</p><p>additional details about interview if needed</p></div>
Status *	Complete ▼
Date Completed	07/03/2023

3. From the **File** menu, select **Save and Close Note**.
4. WSC creates new provider selection record for the behavior analysis service provider the consumer chooses. From the consumer's record, select the **Provider Selection** tab. From the **File** menu, select **Add Provider**. The Provider Details page displays. Update the following fields:
 - a. Provider = select the name of the behavior analysis service provider agency
 - b. Disposition = Open
 - c. Referral Type = Behavior
 - d. Provider Worker = search for and select the name of the behavior analysis service provider

The screenshot shows the 'File' menu in the APD iConnect system. The header includes the APD iConnect logo, the user name 'Carrie Abner', and the role 'Provider' with a timestamp of '7/3/2023 11:49 AM'. The form contains the following fields:

- Division ***: APD (dropdown)
- Selected By**: Buck, Jennifer (text input with '...' and 'Clear' buttons, and a 'Details' link)
- Selection Date**: 07/03/2023 (calendar icon)
- Provider ***: ABA SOLUTIONS, INC. (text input with '...' and 'Clear' buttons)
- Referral Type ***: Behavior (dropdown with asterisk)
- Disposition ***: Open (dropdown)
- Disposition Date**: 07/03/2023 (calendar icon)
- Provider Worker ***: Buck, Jennifer (text input with '...' and 'Clear' buttons, and a 'Details' link)
- eMAR Date (if applicable)**: 07/03/2023 (text input)
- Comments**: (empty text area)

5. From the **File** menu, select **Save and Close Provider**.
6. Once the behavior analysis service provider agency is known, the AIM process is completed, the budget is updated, then the cost plan can be updated by the WSC.
7. The WSC will follow the cost plan process to add the necessary planned services, validate, and create authorizations for the assessment. If the budget is insufficient for the requested services, follow the SAN process. Part of the cost plan process includes the request for and completion of the BASE. Complete the [Service Eligibility Review Process](#) section.

1b. Behavior Analysis Service Provider Assigned

The behavior analysis service provider agency is selected by the consumer and the WSC creates the authorization. The agency owner will monitor for incoming authorizations and assign the behavior analysis service provider that will complete the Behavior Analysis Assessment (BAA) and notify him/her via a note in APD iConnect. If the behavior analysis service provider is a solo provider, the assignment process can be skipped.

Role: Service Provider

1. The agency owner will be notified of a new authorization by the WSC. The agency owner can also monitor the Authorizations tab on the Provider record for the agency in APD iConnect. Select the **Provider** tab. Search for and select the agency's provider record.
2. Select the **Authorizations** tab.

Behavioral Services

- A list of authorizations created for the agency are listed. For each consumer in the list, assign a behavior analysis service provider.

	Division	Case No	Consumer	Auth ID	Auth Start Date	Auth End Date	Auth Status	Last Updated
<input type="checkbox"/>	APD	15354	,Charles	666685	07/01/2023	06/30/2024	Approved	3/20/2023 4:36:17 PM
<input type="checkbox"/>	APD	15637	Stephanie	667153	07/01/2023	06/30/2024	Approved	3/20/2023 4:36:17 PM

- Notify the behavior analysis service provider of the assignment via a Note. Copy the Case No from the Authorizations list. Select the **Consumers** tab and search for the consumer from the **Quick Search**. Paste the copied Case No and select **Search**.

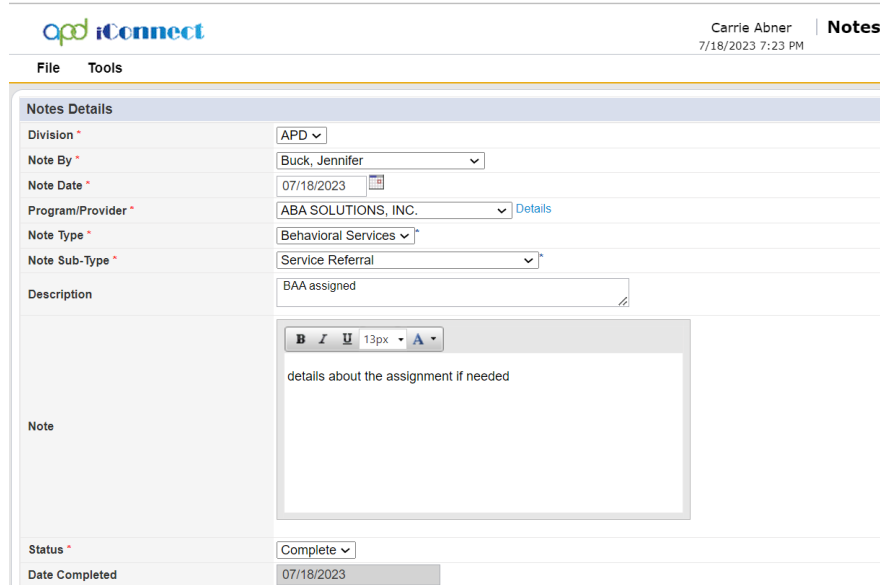
Quick Search

59217 Consumers Last Name GO

Participating

- The consumer's record opens. Select the **Notes** tab.
- From the **File** menu, select **Add Notes**. The Note Details page displays. Update the following fields:
 - Program/Provider = enter the name of the behavior analysis service provider agency
 - Note Type = Behavioral Services
 - Note Sub Type = Service Referral
 - Description = BAA assigned
 - Notes = details about the assignment if needed
 - Status = Complete
 - Recipient = behavior analysis service provider

Behavioral Services



APD iConnect

Carrie Abner | Notes
7/18/2023 7:23 PM

File Tools

Notes Details

Division * APD

Note By * Buck, Jennifer

Note Date * 07/18/2023

Program/Provider * ABA SOLUTIONS, INC. Details

Note Type * Behavioral Services

Note Sub-Type * Service Referral

Description BAA assigned

Note

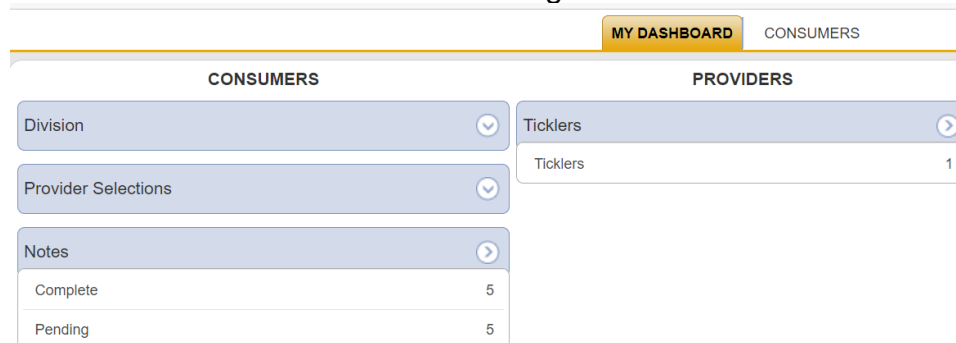
Status * Complete

Date Completed 07/18/2023

7. From the **File** menu, select **Save and Close Notes**.

Role: Service Provider Worker

8. The behavior analysis service provider will monitor **My Dashboard > Notes > Complete** for notification that an authorization for a BAA has been assigned.



MY DASHBOARD CONSUMERS		PROVIDERS	
Division		Ticklers	
Provider Selections		Ticklers	1
Notes			
Complete	5		
Pending	5		

9. The behavior analysis service provider will schedule an appointment with the consumer to complete the BAA.

1c. Behavior Analysis Assessment (BAA) Scheduled

The behavior analysis service provider receives notification of his/her authorization and reaches out to the consumer to schedule the assessment. The behavior analysis service provider can document the appointment in APD iConnect, but it is not required.

Role: Service Provider, Service Provider Worker

1. Navigate to the consumer's record and click on the **Appointments** tab > **File > Add Appointment**.

Behavioral Services

2. The Appointment Details page displays. Update the following fields:
 - a. Division = APD
 - b. Program = select the name of the behavioral analysis service provider agency
 - c. Start Date = enter date
 - d. Start Time = enter time
 - e. End Date = enter date
 - f. End Time = enter time
 - g. Appointment Type = Behavior Analysis Assessment
 - h. Status = Scheduled
 - i. The remaining fields on this page are optional.

Appointment Detail	
Division	APD
Program	ABA SOLUTIONS, INC. Details
Start Date *	07/08/2023
Start Time	11:00 AM
End Date	07/08/2023
End Time	12:00 PM
Travel Time	
Preparation Time	
Type	Behavior Analysis Assessment *
Sub Type	
Subject	
Appointment Summary	<div style="border: 1px solid #ccc; height: 40px;"></div> <small>500 characters remaining</small>
Additional Information (Private)	<div style="border: 1px solid #ccc; height: 40px;"></div> <small>500 characters remaining</small>
Reason	
Location	
Status *	Scheduled
High Priority	<input type="checkbox"/>

3. When finished, click **File > Save Appointment**.



Note

Other types of appointments can also be scheduled as needed. For example, LRC Meeting, Clinical and Other. If “Clinical” Type is selected, pick the “Behavior Analyst” Sub Type. The other appointment types do not have Sub Types.

Type	Clinical *
Sub Type	Behavior Analyst

4. Upon saving the new Appointment record, the Appointment record will refresh and display the **Add Attendee** tab.

Behavioral Services

File

Appointment	Appointment Detail
Attendee List	Division
Add Attendee	Program
	Start Date *
	Start Time

- Click **Add Attendee**.
- Scroll to find your Worker record. Select the record and click **Add**. Note that you can use the CTRL key to select multiple workers before clicking **Add**.
- When finished, click **File > Save and Close Attendee**.

oConnect Carrie Abner | Add Attendee
7/3/2023 11:56 AM

File

Appointment	Participants		Non-Participants
Attendee List			Filter: All Active Workers
Add Attendee	Buck, Jennifer		McCORMICK, MELISSA -oliver, tatyana 1, Norma Aaron, Arianna Aaron, Felicia ABAD, BERKYS Abad, Berkys Abad, Mima Abadin, Carmen ABADIN, CARMEN Abarzua, Michelle Abbott, David Abbott, Kristin Abdul-Malik, Jameela Abdullah-Simons, Haniyyah Abercrombie, Shirley Abernathy, Jennifer ABILO, AMBER Abilo, Amber
		< Add << Add All Remove > Remove All >>	

- The Appointment will now display in the Attendee's **My Dashboard > Consumers > Appointments** page.

MY DASHBOARD CONSUMERS

CONSUMERS	PROVIDERS
Division	Ticklers
Provider Selections	Ticklers 1
Notes	
Ticklers	
Appointments	
Scheduled 1	

1d. Behavior Analysis Assessment (BAA) Completed

The behavior analysis service provider completes the assessment and completes the Behavior Analysis Assessment (BAA) form in

Behavioral Services

APD iConnect. The WSC will use Workflow Wizards to monitor completion within 30 days of the first billed date.

Role: Service Provider, Service Provider Worker

1. After the assessment is complete, the behavior analysis service provider will complete the Behavior Analysis Assessment form in APD iConnect. Navigate to the consumer's record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select **"Behavior Analysis Assessment."** The Form Details page displays. Update the following fields:
 - a. Review = Initial
 - b. Review Date = defaults to today
 - c. Division = defaults to APD
 - d. Worker = pre-populated with your name
 - e. Provider/Program = Name of the behavior analysis service provider's agency
 - f. Status = defaults to Draft. This will be changed to Complete later in the workflow.

APD iConnect Carrie Abner | Forms
7/17/2023 8:00 PM

File

Please Select Type: Behavior Analysis Assessment

Consumer Forms

Review *	Initial	Worker *	Buck, Jennifer	Clear
Review Date *	07/17/2023	Status *	Draft	
Division *	APD	Provider/Program *	ABA SOLUTIONS, INC.	Details
Approved By		Approved Date		

Behavior Analysis Assessment

Date of Report:*	06/13/2023
Consumer's First Name:	Carrie
Consumer's Last Name:	Abner
Date of Birth:	07/12/1997
Author1 (Name and Credentials):*	Dr. Happy, ABA 96 characters remaining

2. Answer the questions in the form.



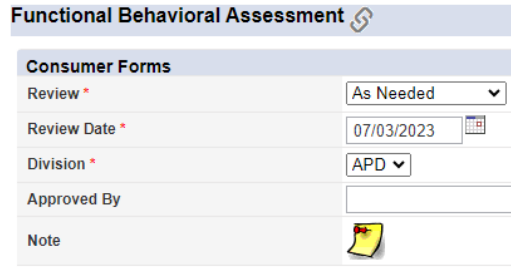
Note

The Maladaptive Behavior questions are conditionally visible. Be sure to answer the "Add Another Maladaptive Behavior..." question to display fields for each additional behavior. Up to 15 Maladaptive Behaviors can be added on this form.

Maladaptive Behavior 1. Average Baseline Number:	<input type="text"/>
Maladaptive Behavior 1. Type of Measure	<input type="text"/>
Add Another Maladaptive Behavior 2?	<input type="radio"/> Yes <input type="radio"/> No

Behavioral Services

3. Graphs must also be added to the Behavior Analysis Assessment form. This is done from the **Note icon** in the header of the form.



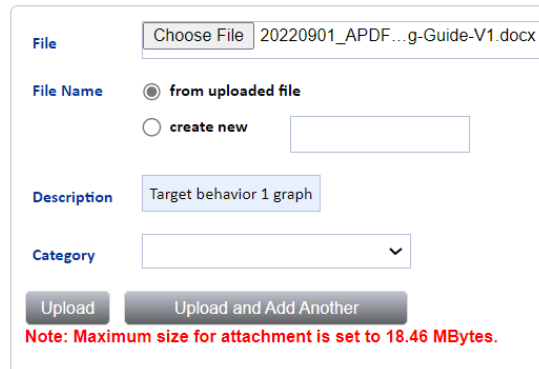
The screenshot shows the top portion of a web form titled "Functional Behavioral Assessment". Below the title is a "Consumer Forms" section with several fields: "Review *" with a dropdown menu set to "As Needed"; "Review Date *" with a date picker showing "07/03/2023"; "Division *" with a dropdown menu set to "APD"; "Approved By" with an empty text field; and "Note" with a yellow sticky note icon.



Note

The form must be saved, at least one, to display the Note icon. Save the form by selecting the **File** menu, then select **Save Form**.

4. Click the **Note icon**. The Note Details page displays. Update the following fields:
 - a. Cost Plan Review Note = No
 - b. Note Type = Behavioral Services
 - c. Note Sub Type = Behavior Analysis Assessment
 - d. Description = Type of graph + time period it covers (e.g., BAA graph May – June 2023)
 - e. Notes = any additional details about the attached graphs
 - f. Status = Complete
 - g. Attachment = search for and select the document saved on your device.
 - Description = Once the document is selected, within the attachment window, add a Description of the attachment to indicate what the attachment contains and its purpose or use in this context.



The screenshot shows the "Attachment" section of the Note Details form. It includes a "File" field with a "Choose File" button and the filename "20220901_APDF...g-Guide-V1.docx". Below this are radio buttons for "File Name": "from uploaded file" (selected) and "create new" (with an empty text input). The "Description" field contains the text "Target behavior 1 graph". There is a "Category" dropdown menu. At the bottom are "Upload" and "Upload and Add Another" buttons. A red note at the bottom states: "Note: Maximum size for attachment is set to 18.46 MBytes."

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Note

iConnect is an encrypted system and providers should not password protect documents when uploading into the system. Password protecting them results in APD not being able to open the documents and then the provider will need to be contacted and asked to resubmit the documentation.

- From the **File** menu, select **Save and Close Notes**.

The screenshot shows the iConnect interface. On the left, the 'Behavior Analysis Assessment' form is visible, with fields for Review (Initial), Review Date (07/17/2023), Division (APD), and Approved By. Below this, the 'Beh' section shows consumer information: Date of Report (06/13/2023), Consumer's First Name (Carrie), Consumer's Last Name (Abner), Date of Birth (07/12/1997), and Author1 (Dr. Happy, ABA). On the right, the 'Notes' section is open, showing a text area with the description 'Behavior Analysis Assessment Graphs May - June 2023' and a note field containing 'any additional details about the attached graphs'. The Status is set to 'Complete' and the Date Completed is 07/17/2023. An 'Attachments' table is also visible, listing a document 'iConnect_Behavioral_Services_Training_Guide_V3 7-3-23.docx' with the description 'BAA Graphs May - June 2023'.

- The page refreshes and you're returned to the Behavior Analysis Assessment form.
- Once all questions are answered and graphs attached as a Note, change the status of the form to **Complete**.



Note

Ensure information is correct and complete before saving in Complete status. The message below will display as a reminder when selecting Complete.

Itssbh1.mediaware.com says

By changing the status of this record, all required fields must be completed before the record can be saved. Do you want to continue?

OK

Cancel

- From the **File** menu, select **Save and Close Form**.
- It's optional but if discussion is needed between the behavior analysis service provider and WSC, the behavior analysis service provider can also create a note for the WSC. From the consumer's record, select the **Notes** tab. From the **File** menu,

Behavioral Services

select **Add Note**. The Note Details page displays. Update the following fields:

- a. Program/Provider = the name of the behavior analysis service provider's agency
- b. Note Type = Behavioral Services
- c. Note Sub Type = Behavior Analysis Assessment
- d. Description = optional
- e. Note = enter additional details not already included in the BAA
- f. Status =
 - Pending - if the behavior analysis service provider needs a response from the WSC.
 - Complete - if the note is notification only and a response from the WSC is not needed.
- g. Recipient = WSC

The screenshot shows the 'Notes Details' form in the iConnect system. The form is titled 'Notes Details' and has a 'File' menu and 'Tools' button at the top. The user is logged in as 'Carrie Abner' on '7/18/2023 7:23 PM'. The form fields are as follows:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/18/2023
- Program/Provider: ABA SOLUTIONS, INC. (with a 'Details' link)
- Note Type: Behavioral Services
- Note Sub-Type: Behavior Analysis Assessment
- Description: optional
- Note: discussion initiated by the provider for the WSC
- Status: Pending
- Date Completed: (empty)

10. From the **File** menu, select **Save and Close Notes**.

Role: WSC/CDC


11. The WSC monitors **My Dashboard > Notes > Pending or Complete** for incoming notes.

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CONSUMERS		PROVIDERS	
Division	▼	Ticklers	▶
Provider Selections	▼	Ticklers	1
Notes	▶		
Complete	5		
Pending	5		

12. The WSC locates the Behavioral Services > Behavior Analysis Assessment note from the behavior analysis service provider and opens it to review the content. The Note details page displays. If a response is needed, the WSC will update the following fields:

- Note = add a response to the behavior analysis service provider. Select **Append Text to Note**.
- Status =
 - Pending - if the WSC needs a response from the behavior analysis service provider.
 - Complete - if the note is notification only and a response from the behavior analysis service provider is not needed.
- Recipient = behavior analysis service provider



Carrie Abner
 Last Updated by j buck@apdcares.org
 at 7/18/2023 7:44:37 PM

Notes

Notes

Notes Details

Division * APD ▼

Note By * Buck, Jennifer

Note Date * 07/18/2023

Program/Provider * ABA SOLUTIONS, INC. | [Details](#)

Note Type * Behavioral Services ▼

Note Sub-Type * Behavior Analysis Assessment ▼

Description optional

On 7/18/2023 at 7:44 PM, Jennifer Buck wrote:
discussion initiated by the provider for the WSC

Note

New Text

B I U 10pt ▼ A ▼

response from the WSC back to the provider

Behavioral Services

Append Text to Note

Status * Pending

Date Completed

Attachments

[Add Attachment](#)

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient: ... Clear

Name	Date Sent	Date Read	Status	Date Signed	
Reed, Monica	7/17/2023		Unread		Remove

13. From the **File** menu, select **Save and Close Notes**.

Role: Service Provider, Service Provider Worker

14. The behavior analysis service provider monitors **My Dashboard > Notes > Pending or Complete** for incoming notes.

MY DASHBOARD
CONSUMERS

CONSUMERS

Division
▼

Provider Selections
▼

Notes
▶

Complete	5
Pending	5

PROVIDERS

Ticklers
▶

Ticklers	1
----------	---

15. The behavior analysis service provider locates the Behavioral Services > Behavior Analysis Assessment note from the WSC and opens it to review the content. The Note details page displays. When finished, select **File > Close Note**. If a response is needed to the WSC, repeat steps 9 and 10.

Welcome, Jennifer Buck | **Notes**

7/17/2023 8:18 PM

File Tools

Filters

Status
Equal To
Pending
AND
✕

iConnect ID +

Search Reset

8 Notes record(s) returned - now viewing 1 through 8

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status	
59217	Abner, Carrie	Behavioral Services	Behavior Analysis Assessment	07/17/2023	optional	Buck, Jennifer	Pending	<input type="checkbox"/>

1e. Monitoring Completion by WSC

The WSC will use workflow wizards to monitor the 30-day deadline for the behavior analysis service provider to complete the Behavior

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Analysis Assessment. If the Behavior Analysis Assessment is not completed within 30 days of the first billed date, the WSC will notify the regional behavioral staff via a note and include additional information as to why it was not completed within the 30 days. The regional behavioral staff will follow up accordingly.

Role: WSC/CDC

When the provider selection record for the behavior analysis service provider was created, a workflow wizard triggered a tickler for the WSC to “Ensure the Behavior Analysis Assessment has been completed within 30 days of the first billed date.” This tickler will trigger whether the behavior analysis service provider completes the Behavior Analysis Assessment or not. In addition, when the behavior analysis service provider saves the Behavior Analysis Assessment form as complete, a Workflow Wizard triggers a second tickler notifying the WSC “The Behavior Analysis Assessment has been completed.”

1. The WSC will monitor **My Dashboard > Ticklers** for both ticklers.

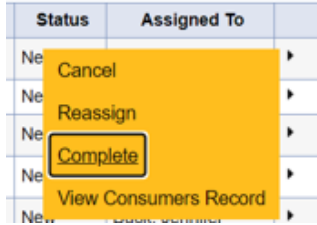
The screenshot shows the 'MY DASHBOARD' interface for 'CONSUMERS'. It features a 'CONSUMERS' section with filters for Division, Provider Selections, Notes, and Ticklers (36). A 'PROVIDERS' section is also visible. The user is identified as Jennifer Buck on 7/17/2023 at 8:45 PM. Below the dashboard is a 'File' section with a 'Filters' box containing options for Status, Equal To, New, AND, and iConnect ID. A table below the filters shows 51 tickler records, with the first two visible:

Consumer Name	iConnect ID	Tickler Name	Date Created	Date Due	Date Completed	Status	Assigned To
Abner, Carrie	59217	Ensure the Behavior Analysis Assessment has been completed within 30 days of the first billed date.	07/17/2023	08/19/2023		New	Buck, Jennifer
Abner, Carrie	59217	The Behavior Analysis Assessment has been completed.	07/17/2023	09/15/2023		New	Buck, Jennifer

2. The WSC can use both ticklers to monitor if the Behavior Analysis Assessment is completed within 30 days of the first billed date.

Completed Within 30 Days

- a. If the “Behavior Analysis Assessment has been completed” tickler is received within 30 days of the first billed date, the first and second ticklers can be marked as complete. Ticklers are marked as complete by selecting the **tickler flyout menu** then select **Complete**.



- b. The WSC will review the Behavior Analysis Assessment for behavioral services that have been recommended, if any. From the **tickler flyout menu**, select the shortcut to **View Consumers Record**. Select the **Forms** tab and select the completed Behavior Analysis Assessment from the list.



- c. Review the **Intervention Recommendations** section.

Intervention Recommendations:

Select Your Recommendation:

Please select the most appropriate recommendation: Behavioral Services Recommended

Please give brief description and rationale of your proposed Behavior Plan interventions to address the following target behaviors (Based upon functional analysis of target behaviors or functional response classes):

a) Possible procedures that might be used for each target behavior are listed:

procedures

1490 characters remaining

b) Includes replacement behaviors for behaviors targeted for reduction:

replacement behaviors

- d. If behavioral services are recommended, the WSC will update the current cost plan or complete the SAN process depending on availability of funds. Part of the cost plan process includes the request for and completion of the BASE. Complete the [Service Eligibility Review Process](#) section. Proceed to the [BASP Completed section](#).

Behavioral Services

- e. If behavioral services are not recommended, the process ends. The WSC will not create an authorization for the BASP. The WSC will close the behavior analysis service provider selection record and update the cost plan. The WSC will note that services were not needed in their next Progress Note.

Not Completed Within 30 Days

- a. If the “Behavior Analysis Assessment has been completed” tickler is NOT received within 30 days of the first billed date, the WSC will review and assess the reasons why with the behavior analysis service provider outside of APD iConnect and document in a note, notifying the region and agency owner. One of four scenarios can occur:
 1. The behavior analysis service provider will complete the BAA late. WSC will indicate the reason why it was completed late in the note for the region behavior analyst (Region Clinical Workstream Worker) and agency owner.
 2. The behavior analysis service provider cannot complete the BAA. WSC will complete the provider selection process again with the consumer and notify the region behavior analyst (Region Clinical Workstream Worker) and agency owner via a note.
 3. Client refused the service. The WSC will follow up with the consumer and indicate the reason services were refused in the note for the region behavior analyst (Region Clinical Workstream Worker) and agency owner. The WSC may complete the provider selection process again with the consumer depending on the situation.
 4. The behavior analysis service provider is not responsive. The WSC will notify the region behavior analyst (Region Clinical Workstream Worker) and QA Workstream Worker who will assess if a plan of remediation is needed. Concurrently, the WSC will complete the provider selection process again with the consumer.
- b. To create the note, from the consumer’s record, select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - a. Note Type = Behavioral Services
 - b. Note SubType = Assessment Request.

Behavioral Services

- If the provider is not responsive, use the Quality Assurance Note SubType
- c. Description = BAA Not Completed
 - d. Status = Complete
 - e. Note = reason why it was not completed in 30 days
 - f. Recipient = Regional behavioral staff and agency owner

- c. From the **File** menu, select **Save and Close Notes**.

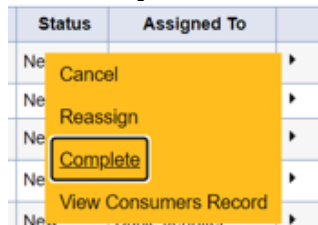
The screenshot displays the 'iConnect' system interface. At the top right, the user 'Carrie Abner' is logged in, and the page title is 'Notes'. The date and time are '7/17/2023 9:31 PM'. The main menu includes 'File' and 'Tools'. The 'Notes Details' form is the central focus, with the following fields:

- Division**: APD
- Note By**: Buck, Jennifer
- Note Date**: 07/17/2023
- Program/Provider**: 1 CARE LLC
- Note Type**: Behavioral Services
- Note Sub-Type**: Assessment Request
- Description**: BAA Not Completed
- Note**: reason why BAA was not completed within 30 days.
- Status**: Complete
- Date Completed**: 07/17/2023

The screenshot shows the 'Notes Details' form in the iConnect system. The form is populated with the following information:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/18/2023
- Program/Provider: 1 CARE LLC
- Note Type: Behavioral Services
- Note Sub-Type: Quality Assurance
- Description: BAA Not completed
- Note: Provider not responsive
- Status: Complete
- Date Completed: 07/18/2023

- d. Once the WSC has completed his/her follow-up the “Ensure the Behavior Analysis Assessment has been completed within 30 days of the first billed date” tickler can be marked as complete. Ticklers are marked as complete by selecting the **tickler flyout menu** then select **Complete**.



- e. If the behavior analysis service provider will complete the BAA late, proceed to the [Behavior Analysis Assessment Completed section](#).
- f. If the behavior analysis service provider cannot complete the BAA, proceed to the [Behavior Analysis Service Provider Selection Process section](#).
- g. If the client refused the service and a new provider will be selected, proceed to the [Behavior Analysis Service Provider Selection Process section](#).
- h. If the behavior analysis service provider is not responsive, proceed to the [Behavior Analysis Service Provider Selection Process section](#).

1f. Monitoring Completion by Behavior Analysis Service Provider

Role: Service Provider

The behavior analysis service providers will not receive a tickler, but the agency owner can monitor the completion of the Behavior Analysis Assessment within 30 days from the first billed date with data from APD iConnect.

1. The agency owner can obtain the authorization start date from the Authorizations tab on the Provider record for the agency in APD iConnect and compare it to the first billed date from FMMIS.
2. Select the **Provider** tab. Search for and select the agency's provider record.
3. Select the **Authorizations** tab.
4. A list of authorizations created for the agency are listed. For each consumer in the list, note the authorization start date.

Division	Case No	Consumer	Auth ID	Auth Start Date	Auth End Date	Auth Status	Last Updated
APD	15354	Charles	666685	07/01/2023	06/30/2024	Approved	3/20/2023 4:36:17 PM
APD	15637	Stephanie	667153	07/01/2023	06/30/2024	Approved	3/20/2023 4:36:17 PM

5. Compare the authorization start date to the FMMIS first billed date. The Behavior Analysis Assessment should be completed after the authorization start date and within 30 days of the first billed date.

1g. New Behavior Analysis Service Provider for BASP

If the behavior analysis service provider who completed the Behavior Analysis Assessment (BAA) will NOT be the one completing the BASP, the WSC will be notified via a note. The WSC will close the provider selection record for the behavior analysis provider who completed the BAA, update the cost plan, then complete the provider selection process again for a new behavior analysis service provider to complete the BASP and on-going behavior analysis treatment and monitoring. If the new behavior analysis service provider works for a different agency than the original provider, the WSC will also print a copy of the BAA and attach it to a note for the new behavior analysis service provider.

Role: Service Provider, Service Provider Worker

1. If the behavior analysis service provider who completed the Behavior Analysis Assessment cannot be the provider to provide behavioral services to the consumer, he/she will notify the WSC via a note. From the consumer’s record, select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - a. Program/Provider = the name of the behavior analysis service provider’s agency
 - b. Note Type = Behavioral Services
 - c. Note Sub Type = Behavior Analysis Assessment
 - d. Description = optional
 - e. Note = refer to another behavior analysis service provider to provide behavioral services
 - f. Status =
 - Pending - if the behavior analysis service provider needs a response from the WSC.
 - Complete - if the note is notification only and a response from the WSC is not needed.
 - g. Recipient = WSC

Document	Description	Category	Action
here are no attachments to display			

Name	Date Sent	Date Read	Status	Date Signed	
Buck, Jennifer	7/17/2023		Unread		Remove

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

Behavioral Services

Role: WSC/CDC

- The WSC monitors **My Dashboard > Notes > Pending or Complete** for incoming notes.

The screenshot shows a web interface with a navigation bar at the top containing 'MY DASHBOARD' (highlighted) and 'CONSUMERS'. Below the navigation bar, there are two main sections: 'CONSUMERS' and 'PROVIDERS'. The 'CONSUMERS' section has three dropdown menus: 'Division', 'Provider Selections', and 'Notes'. The 'Notes' dropdown is expanded, showing a table with two rows: 'Complete' with a count of 5, and 'Pending' with a count of 5. The 'PROVIDERS' section has a 'Ticklers' dropdown menu which is also expanded, showing a table with one row: 'Ticklers' with a count of 1.

CONSUMERS		PROVIDERS	
Division	▼	Ticklers	▶
Provider Selections	▼	Ticklers	1
Notes	▶		
Complete	5		
Pending	5		

- The WSC locates the Behavioral Services > Behavior Analysis Assessment note from the behavior analysis service provider and opens it to review the content. The Note details page displays. If a response is needed, the WSC will update the following fields:
 - Note = add a response to the behavior analysis service provider. Select **Append Text to Note**.
 - Status =
 - Pending - if the WSC needs a response from the behavior analysis service provider.
 - Complete - if the note is notification only and a response from the behavior analysis service provider is not needed.
 - Recipient = behavior analysis service provider

Behavioral Services

Carrie Abner
Last Updated by jBuck@apdcares.org
at 7/17/2023 8:13:35 PM

File Tools

Notes

Notes Details

Division * APD

Note By * Buck, Jennifer

Note Date * 07/17/2023

Program/Provider * ABA SOLUTIONS, INC. Details

Note Type * Behavioral Services

Note Sub-Type * Behavior Analysis Assessment

Description optional

On 7/17/2023 at 8:13 PM, Jennifer Buck wrote:
example: refer to another behavior analysis service provider to provide behavioral services

Note

New Text

B I U 10pt A

WSC adds response to behavior analysis service provider if needed

Append Text to Note

Status * Pending

Date Completed

Attachments

Add Attachment

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient: [input] Clear

Name	Date Sent	Date Read	Status	Date Signed	
Reed, Monica	7/17/2023		Unread		Remove

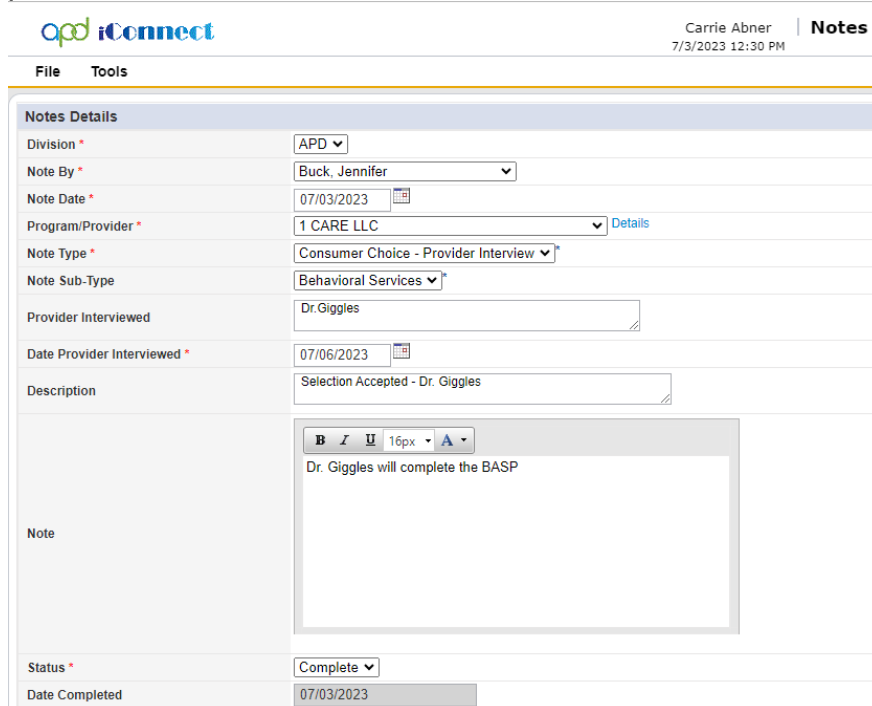
5. From the **File** menu, select **Save and Close Notes**.

Role: WSC/CDC

- The WSC completes the provider selection process again with the consumer.
- The WSC will create a note after confirming the provider with the consumer. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - Provider/Program = the name of the WSC agency
 - Note Type = Consumer Choice – Provider Interview

Behavioral Services

- c. Note SubType = Behavioral Services
- d. Provider Interviewed = enter the name of the Provider
- e. Date Provider Interviewed = Select the date the interview occurred
- f. Description = Selection Accepted + behavior analysis service provider Name or Selection Denied + behavior analysis service provider Name
- g. Status = Complete
- h. Note = WSC indicates in the note if the consumer chose this provider.



The screenshot shows the 'Notes Details' form in the iConnect system. The form is titled 'Notes Details' and includes the following fields:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/03/2023
- Program/Provider: 1 CARE LLC
- Note Type: Consumer Choice - Provider Interview
- Note Sub-Type: Behavioral Services
- Provider Interviewed: Dr Giggles
- Date Provider Interviewed: 07/06/2023
- Description: Selection Accepted - Dr. Giggles
- Note: Dr. Giggles will complete the BASP
- Status: Complete
- Date Completed: 07/03/2023

8. From the **File** menu, select **Save and Close Notes**.
9. WSC creates new provider selection record for the behavior analysis service provider the consumer chooses. From the consumer's record, select the **Provider Selection** tab. From the **File** menu, select **Add Provider**. The Provider Details page displays. Update the following fields:
 - a. Provider = select the name of the behavior analysis service provider agency
 - b. Disposition = Open
 - c. Referral Type = Behavior
 - d. Provider Worker = search for and select the name of the behavior analysis service provider

The screenshot shows the 'iConnect' software interface. At the top right, it displays 'Carrie Abner | Provider' and the date '7/3/2023 11:49 AM'. Below this is a 'File' menu with several fields:

- Division * (APD)
- Selected By (Buck, Jennifer) with 'Clear' and 'Details' buttons
- Selection Date (07/03/2023)
- Provider * (ABA SOLUTIONS, INC.) with 'Clear' button
- Referral Type * (Behavior)
- Disposition * (Open)
- Disposition Date (07/03/2023)
- Provider Worker * (Buck, Jennifer) with 'Clear' and 'Details' buttons
- eMAR Date (if applicable) (07/03/2023)
- Comments (empty text box)

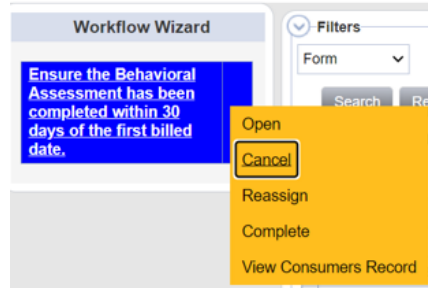
10. From the **File** menu, select **Save and Close Provider**.



Note

Each time a provider selection record is created with Referral Type = Behavior and Disposition = Open, a Workflow Wizard will trigger the tickler to “Ensure the Behavior Analysis Assessment has been completed within 30 days of the first billed date.” This tickler does not apply to this part of the workflow and should be cancelled.

From the **tickler flyout menu**, select **Cancel**.



11. Once the new behavior analysis service provider agency is known, the cost plan can be updated by the WSC.

12. The WSC will follow the cost plan process to add the necessary planned services, validate, and create authorizations for the assessment. If the budget is insufficient for the requested services, follow the SAN process. Part of the cost plan process includes the request for and completion of the BASE. Complete the [Service Eligibility Review Process](#) section.

13. If the new behavior analysis service provider works for a different agency than the original provider, the WSC will also print a copy of the BAA and attach it to a note for the new behavior analysis service provider. From the consumer’s record,

Behavioral Services

- select the **Notes tab**. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
- Provider/Program = the name of the WSC agency
 - Note Type = Behavioral Services
 - Note SubType = Behavior Analysis Assessment
 - Note = optional
 - Attachment = print a PDF of the BAA and attach to this note
 - Status = Complete
 - Recipient = behavior analysis service provider

14. From the **File** menu, select **Save and Close Notes**.

1h. BASP Completion

The WSC reviews the Behavior Analysis Assessment and having completed the cost plan or SAN process then creates the behavioral services authorization for the behavior analysis service provider who will complete the BASP. The behavior analysis service provider will complete the BASP form in APD iConnect within 90 days of the first billed date of the behavior analysis service.

Role: WSC/CDC

- The WSC will complete the cost plan or SAN process and create the behavioral services authorization. The WSC will notify the behavior analysis service provider via a note. Navigate to the consumer's record and select the Notes tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - Provider/Program = the name of the WSC agency
 - Note Type = Behavioral Services
 - Note SubType = Assigned to Caseload
 - Description = optional – add the service that was assigned
 - Note = details of the caseload assignment if needed
 - Status = Complete
 - Recipient = behavior analysis service provider

Behavioral Services

The screenshot shows the 'Notes Details' form in the APD iConnect system. The form is titled 'Notes' and is associated with user 'Carrie Abner' on '7/18/2023 12:23 PM'. The form includes the following fields:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/18/2023
- Program/Provider: 1 CARE LLC
- Note Type: Behavioral Services
- Note Sub-Type: Assigned to Caseload
- Description: name of the service
- Note: (Empty text area with a rich text editor toolbar)
- Status: Complete
- Date Completed: 07/18/2023

- From the **File** menu, select **Save and Close Notes**.

Role: Service Provider, Service Provider Worker

- The behavior analysis service provider receives a note that the authorization for behavioral services has been created on **My Dashboard > Notes > Complete**.

The screenshot shows the 'My Dashboard > Notes > Complete' view. The dashboard has two tabs: 'MY DASHBOARD' (selected) and 'CONSUMERS'. The 'CONSUMERS' section is divided into two columns: 'CONSUMERS' and 'PROVIDERS'.

CONSUMERS

- Division: (Dropdown menu)
- Provider Selections: (Dropdown menu)
- Notes: (Dropdown menu)
- Complete: 5
- Pending: 5

PROVIDERS

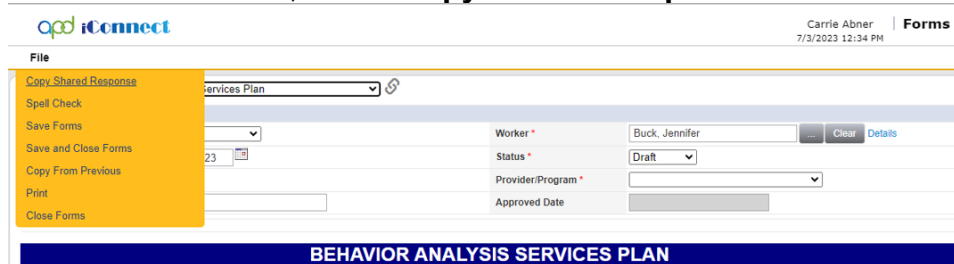
- Ticklers: (Dropdown menu)
- Ticklers: 1

- The behavior analysis service provider reviews the note as notification of the caseload assignment.
- The behavior analysis service provider will complete the BASP form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select "**Behavior Analysis Services Plan.**" The Form Details page displays. Update the following fields:
 - Review = Initial

Behavioral Services

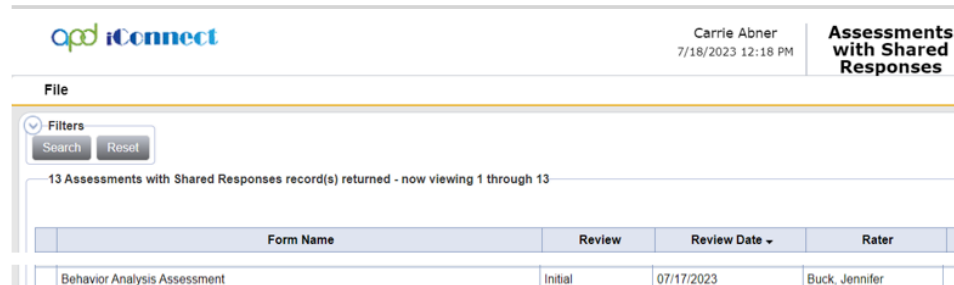
- b. Review Date = defaults to today
- c. Division = defaults to APD
- d. Worker = pre-populated with your name
- e. Status = defaults to Draft. Will change to Complete later in the workflow.
- f. Provider/Program = the name of the behavior analysis service provider's agency

4. From the **File** menu, select **Copy Shared Response**.



The screenshot shows the iConnect interface. The 'File' menu is open, and 'Copy Shared Response' is highlighted in yellow. Other menu items include Spell Check, Save Forms, Save and Close Forms, Copy From Previous, Print, and Close Forms. The background shows a 'BEHAVIOR ANALYSIS SERVICES PLAN' form with fields for Worker (Buck, Jennifer), Status (Draft), and Provider/Program.

5. Select the most recent Behavior Analysis Assessment form from the list. This will allow pull the Maladaptive Behaviors from the Behavior Analysis Assessment form into the BASP form. The page refreshes and you are returned to the Behavior Analysis Services Plan form.



The screenshot shows the 'Assessments with Shared Responses' page. It features a table with columns for Form Name, Review, Review Date, and Rater. The table contains one row: Behavior Analysis Assessment, Initial, 07/17/2023, Buck, Jennifer.

Form Name	Review	Review Date	Rater
Behavior Analysis Assessment	Initial	07/17/2023	Buck, Jennifer



Note

If the behavior analysis service provider completing the BASP works for a different agency than the provider who completed the BAA, the Copy Shared Response feature cannot be used. The BAA completed by the original behavior analysis service provider will not display in the list of Assessments with Shared Responses. The Maladaptive Behavior questions will need to be answered again.

6. Complete the remaining questions in the form, saving several times along the way. It may take more than one day to complete this form.




Note

All 15 Maladaptive Behavior questions are exposed by default. After using Copy Shared Response, some may still be blank (e.g. if only 12 of the 15 behavior questions were answered, 3 will be blank.) Use the “Hide Maladaptive Behavior....” and “Hide Replacement Behavior.....” questions to hide the blank questions on the form.

Hide Maladaptive Behavior 4?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Hide Maladaptive Behavior 5?	<input type="radio"/> Yes <input type="radio"/> No
Maladaptive Behavior 5. Target Topography:	<input type="text"/>
Maladaptive Behavior 5. Target Definition:	<input type="text"/>
Maladaptive Behavior 5. Baseline Start Date:	<input type="text"/>
Maladaptive Behavior 5. Baseline End Date:	<input type="text"/>
Maladaptive Behavior 5. Average Baseline Number:	<input type="text"/>
Maladaptive Behavior 5. Type of Measure:	<input type="text"/>

7. Graphs must also be added to the BASP form. This is done from the **Note icon** in the header of the form.

Consumer Forms	
Review *	As Needed <input type="text"/>
Review Date *	07/03/2023 <input type="text"/>
Division *	APD <input type="text"/>
Approved By	<input type="text"/>
Note	



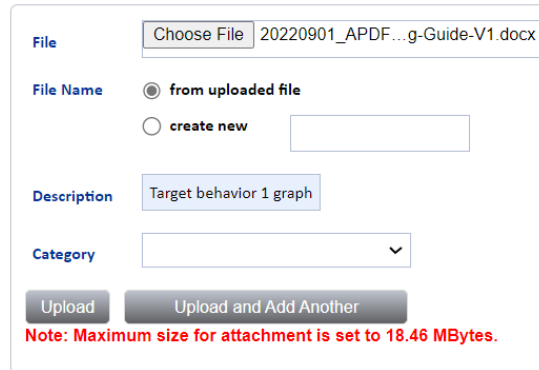
Note

The form must be saved, at least one, to display the Note icon. Save the form by selecting the **File** menu, then select **Save Form**.

8. Click the **Note icon**. The Note Details page displays. Update the following fields:
 - a. Cost Plan Review Note = No
 - b. Note Type = Behavioral Services
 - c. Note Sub Type = BASP
 - d. Description = Type of graph + time period it covers (e.g. BASP graph May – June 2023)
 - e. Notes = any additional details about the attached graphs
 - f. Status = Complete
 - g. Attachment = search for and select the document saved on your device.

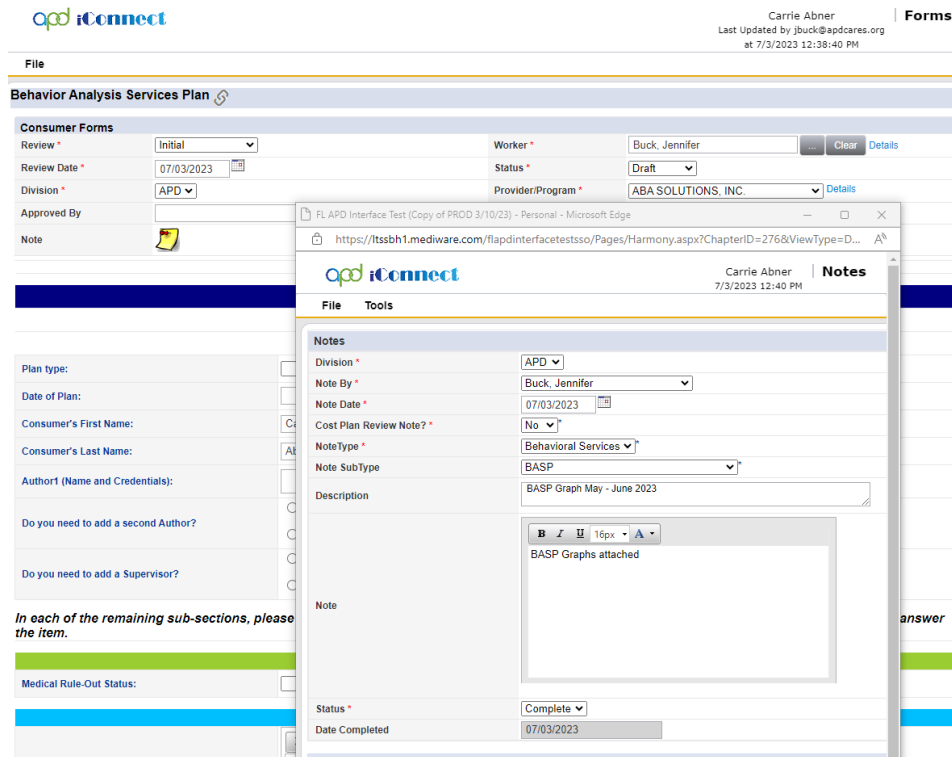
Behavioral Services

- i. Description = Once the document is selected, within the attachment window, add a Description of the attachment as sometimes the file name is cryptic and not easy to identify what the attachment contains.



Note

iConnect is an encrypted system and providers should not password protect documents when uploading into the system. Password protecting them results in APD not being able to open the documents and then the provider will need to be contacted and asked to resubmit the documentation.



9. From the **File** menu, select **Save and Close Notes**.

10. The page refreshes and you're returned to the BASP form.

Behavioral Services

11. Once all questions are answered and graphs attached as a Note, change the status of the form to Complete.
12. From the **File** menu, select **Save and Close Form**. The behavior analysis service provider must complete the BASP within 90 days of the first billed date.



Note

The behavior analysis service providers can begin services in the BASP 5 days before the BASP form is completed. If they begin services but do not complete the BASP form after 5 days, the QA process will be pursued.

1i. Monitoring Completion by WSC

The WSC will use workflow wizards to verify the BASP form is completed within 90 days of the first billed date.

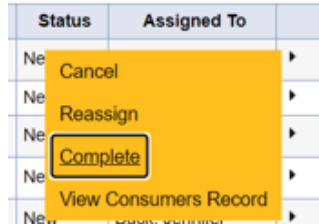
Role: WSC/CDC

1. When the behavior analysis service provider saved the Behavior Analysis Assessment form as complete, a Workflow Wizard triggered a tickler to the WSC to “Ensure the BASP has been completed within 90 days of the first billed date.”
2. The WSC will monitor **My Dashboard > Ticklers** for new ticklers.

A screenshot of a web application interface. At the top, there are two tabs: 'MY DASHBOARD' (highlighted in orange) and 'CONSUMERS'. Below the tabs, the interface is divided into two columns: 'CONSUMERS' and 'PROVIDERS'. Under 'CONSUMERS', there are four filter boxes: 'Division', 'Provider Selections', 'Notes', and 'Ticklers'. Under 'PROVIDERS', there is one filter box: 'Ticklers'. At the bottom of the 'CONSUMERS' column, there is a table with one row: 'Ticklers' with a value of '36'.

Completed Within 90 Days

- a. If the BASP was completed within 90 days of the first billed date, the “Ensure the BASP has been completed within 90 days of the first billed date” tickler can be marked as complete. Ticklers are marked as complete by selecting the **tickler flyout menu** then select **Complete**.



- b. Proceed to the [LRC Preliminary Review section](#).

Not Completed Within 90 Days

- a. If the BASP has not been completed within 90 days of the first billed date, the WSC will review and assess the reasons why with the behavior analysis service provider outside of APD iConnect and document in a note, notifying the region behavioral staff and agency owner. One of four scenarios can occur:
 1. The behavior analysis service provider will complete the BASP late. WSC will indicate the reason why it was completed late in the note for the region behavior analyst (Region Clinical Workstream Worker) and agency owner.
 2. The behavior analysis service provider cannot complete the BAA. WSC will complete the provider selection process again with the consumer and notify the region behavior analyst (Region Clinical Workstream Worker) and agency owner via a note.
 3. Client refused the service. The WSC will follow up with the consumer and indicate the reason services were refused in the note for the region behavior

Behavioral Services

- analyst (Region Clinical Workstream Worker) and agency owner. The WSC may complete the provider selection process again with the consumer depending on the situation.
4. The behavior analysis service provider is not responsive. The WSC will notify the region behavior analyst (Region Clinical Workstream Worker) and QA Workstream Worker who will assess if a plan of remediation is needed. Concurrently, the WSC will complete the provider selection process again with the consumer.
- b. To create the note, from the consumer's record, select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - a. Note Type = Behavioral Services
 - b. Note SubType = Assessment Request
If the provider is not responsive, use the Quality Assurance Note SubType
 - c. Description = BASP Not Completed
 - d. Status = Complete
 - e. Note = reason why it was not completed in 30 days
 - f. Recipient = Regional behavioral staff and agency owner
 - c. From the **File** menu, select **Save and Close Notes**.

Behavioral Services

apd iConnect Carrie Abner | **Notes**
7/21/2023 9:36 AM

File Tools

Notes Details

Division *	APD
Note By *	Buck, Jennifer
Note Date *	07/21/2023
Program/Provider *	1 CARE LLC Details
Note Type *	Behavioral Services
Note Sub-Type	Assessment Request
Description	BASP Not Completed
Note	<p>B I U 16px A</p> <p>Reason why BASP wasn't completed within 90 days</p>
Status *	Complete
Date Completed	07/21/2023

apd iConnect Carrie Abner | **Notes**
7/21/2023 9:36 AM

File Tools

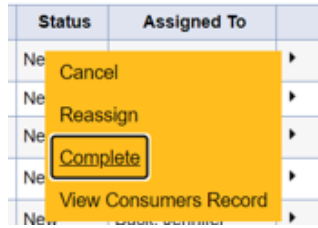
Notes Details

Division *	APD
Note By *	Buck, Jennifer
Note Date *	07/21/2023
Program/Provider *	1 CARE LLC Details
Note Type *	Behavioral Services
Note Sub-Type	Quality Assurance
Description	BASP Not Completed
Note	<p>B I U 10pt A</p> <p>Provider not responsive</p>
Status *	Complete
Date Completed	07/21/2023

- d. Once the WSC has completed his/her follow-up the “Ensure the BASP has been completed within 90 days of

Behavioral Services

the first billed date” tickler can be marked as complete. Ticklers are marked as complete by selecting the **tickler flyout menu** then select **Complete**.



- e. If the behavior analysis service provider will complete the BASP late, proceed to the [BASP Completion section](#).
- f. If the behavior analysis service provider cannot complete the BASP, proceed to the [Behavior Analysis Service Provider Selection Process section](#).
- g. If the client refused the service and a new provider will be selected, proceed to the [Behavior Analysis Service Provider Selection Process section](#).
- h. If the behavior analysis service provider is not responsive, proceed to the [Behavior Analysis Service Provider Selection Process section](#).

1j. LRC Preliminary Review

Once the BASP form is completed, the behavior analysis service provider submits the BASP for LRC review via a note in APD iConnect. The LRC Chair or designee completes the preliminary review and updates the same note with the findings as notification back to the behavior analysis service provider.

In addition, a LRC Case Review can be requested at any time. In these cases, a note will still be submitted to the LRC Chair or designee, but it will use a different Note Sub Type than a LRC Case Review requested from a BASP submission.

Role: Service Provider, Service Provider Worker

1. Once the BASP form is completed, the behavior analysis service provider will add a note for the LRC Chair or designee notifying them of the BASP submission. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - a. Program/Provider = select the name of the behavior analysis service provider’s agency
 - b. Note Type = LRC Review
 - c. Note Sub Type = BASP Submission
 - d. Description = optional

Behavioral Services

- e. Note = any special request with the submission request (e.g. month or time of day for the review)
- f. Status = Pending
- g. Attachments = add if applicable
- h. Recipient = LRC Chair.

Notes Details

Division * APD

Note By * Buck, Jennifer

Note Date * 07/03/2023

Program/Provider * ABA SOLUTIONS, INC. [Details](#)

Note Type * LRC Review

Note Sub-Type * BASP Submission

Description

Note

BASP submitted for LRC Chair review

Status * Pending

Date Completed

Attachments

[Add Attachment](#)

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient: [...](#) [Clear](#)

Name	Date Sent	Date Read	Status	Date Signed	
Buck, Jennifer	7/3/2023		Unread		Remove

- 2. From the **File** menu, select **Save and Close Notes**.
- 3. If a LRC Case Review is needed outside of the BASP submission process, it will be requested through a note. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - a. Program/Provider = enter the name of the behavior analysis service provider's agency
 - b. Note Type = LRC Review
 - c. Note Sub Type = LRC Review Requested
 - d. Status = Complete
 - e. Attachments = add if applicable
 - f. Recipient = LRC Chair

Behavioral Services

Notes Details

Division *

Note By *

Note Date *

Program/Provider * [Details](#)

Note Type *

Note Sub-Type *

Description

Note

B I U 16px A
 requesting LRC Review

Status *

Date Completed

Attachments

[Add Attachment](#)

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient:

Name	Date Sent	Date Read	Status	Date Signed	
Buck, Jennifer	7/3/2023		Unread		Remove

4. From the **File** menu, select **Save and Close Notes**.

Role: Region Clinical Workstream Worker

5. The LRC Chair monitors **My Dashboard > Consumers > Notes > Pending** for incoming notes.

MY DASHBOARD CONSUMERS PROVIDERS CLAIMS SCHEDULE

CONSUMERS **PROVIDERS**

Division Ticklers

My Enrollments

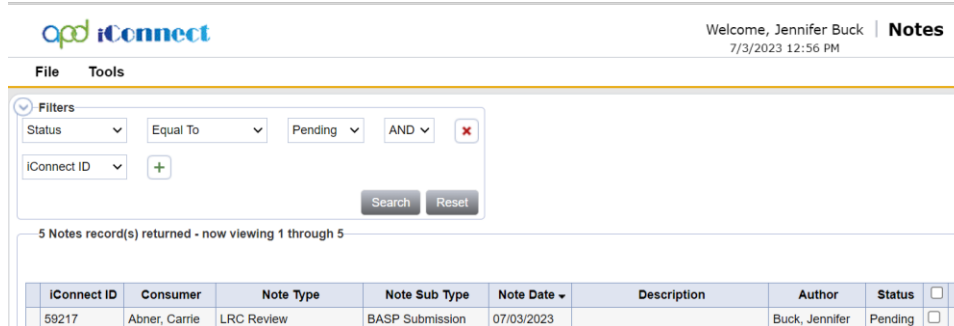
Provider Selections

Notes

Complete	7
Pending	4

Behavioral Services

- The LRC Chair reviews the note as notification the BASP has been submitted. The LRC Chair or designee completes the preliminary review within 21 days by reviewing the completed BASP form in APD iConnect.



The screenshot shows the APD iConnect interface. At the top right, it says "Welcome, Jennifer Buck | Notes" and "7/3/2023 12:56 PM". Below the header, there are "File" and "Tools" menus. A "Filters" section is visible, with a dropdown for "Status" set to "Pending", a comparison operator "Equal To", and a logical operator "AND". There is a "Search" button and a "Reset" button. Below the filters, it says "5 Notes record(s) returned - now viewing 1 through 5". A table of notes is displayed with the following data:

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Description	Author	Status
59217	Abner, Carrie	LRC Review	BASP Submission	07/03/2023		Buck, Jennifer	Pending

- The LRC Chair will determine if the BASP criteria has been met. There are 2 possible outcomes:
 - [BASP Criteria Met](#)
 - [BASP Criteria Not Met](#)

1ji. BASP Criteria Met

Role: Region Clinical Workstream Worker

- If the BASP criteria has been met the LRC Chair or designee will document in the **existing LRC Review > BASP Submission note**. With the note already open from the previous section, update the following fields:
 - Note Type = LRC Review
 - Note Sub Type = Update to BASP Received
 - Note = enter details about the received BASP if needed
 - Status = Complete
 - Recipient = behavior analysis service provider

The screenshot shows the iConnect 'Notes' interface. At the top right, it identifies the user as Carrie Abner, last updated by j.buck@apdcares.org at 7/3/2023 12:56:09 PM. The interface includes a 'File' menu and 'Tools'. The main section is 'Notes Details' with the following fields:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/03/2023
- Program/Provider: ABA SOLUTIONS, INC.
- Note Type: LRC Review
- Note Sub-Type: BASP Received
- Description: (Empty text area)
- Note: (Rich text editor containing: "On 7/3/2023 at 12:56 PM, Jennifer Buck wrote: BASP submitted - ready for LRC Review")
- Status: Complete
- Date Completed: 07/03/2023

Below the note details are sections for 'Attachments' (with an 'Add Attachment' link) and 'Note Recipients' (with an 'Add Note Recipient' field and a 'Clear' button).

- From the **File** menu, select **Save and Close Notes**.
- Outside of iConnect, the LRC Chair will be using the notes in iConnect to prepare the LRC agenda.

Role: Service Provider, Service Provider Worker

- The behavior analysis service provider monitors **My Dashboard > Consumers > Notes > Complete** for incoming notes as notification the BASP was received and met criteria. The behavior analysis service provider will be on the lookout for a second note with the date of the [LRC Meeting](#).

Behavioral Services

MY DASHBOARD CONSUMERS PROVIDERS CLAIMS

CONSUMERS PROVIDERS

Division

Notes

Complete 7

Pending 3

opd iConnect Welcome, Jennifer Buck | Notes
7/3/2023 1:00 PM

File Tools

Filters

Status Complete

iConnect ID

Search Reset

8 Notes record(s) returned - now viewing 1 through 8

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status	<input type="checkbox"/>
59217	Abner, Carrie	Behavioral Services	Behavioral Assessment	07/03/2023	optional	Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	LRC Review Requested	07/03/2023		Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	BASP Received	07/03/2023		Buck, Jennifer	Complete	<input type="checkbox"/>

1jii. BASP Criteria Not Met

Role: Region Clinical Workstream Worker

1. If the BASP criteria has NOT been met the LRC Chair will reverse the status of the BASP so the behavior analysis service provider can make updates. From the **File** menu, select **Reverse Status**. The status of the form changes from Complete to Pending.

opd iConnect Carrie Abner Last Updated by jibuck@opdcares.org at 7/3/2023 1:05:25 PM

File

History Duplicate Assessment Reverse Status Print Close Forms

Worker * Buck, Jennifer Details

Status * Complete

Provider/Program * ABA SOLUTIONS, INC. Details

Approved By Buck, Jennifer Details

Approved Date 07/03/2023

Note

BEHAVIOR ANALYSIS SERVICES PLAN

Plan type: New BASP

Date of Plan: 07/03/2023

2. The LRC Chair will notify the provider via the **existing LRC Review > BASP Submission note**. With the note already open from the previous section, update the following fields:
 - a. Note Type = LRC Review
 - b. Note Sub Type = Update to BASP Received – Revisions
 - c. Description = Revisions Requested
 - d. Note = list details of what is needed
 - e. Status = Complete. The behavior analysis service provider will respond with a new note.

Behavioral Services

- f. Recipient = behavior analysis service provider. If the behavior analysis service provider has already marked the note as read, he/she will need to be re-added, even though the name is listed as recipient already.

Carrie Abner
Last Updated by j buck@apdcares.org
at 7/3/2023 1:01:41 PM

Notes

File Tools

Division * APD ▾

Note By * Buck, Jennifer

Note Date * 07/03/2023

Program/Provider ABA SOLUTIONS, INC. ▾ Details

Note Type * LRC Review ▾

Note Sub-Type * BASP Received - Revisions ▾

Description Revisions Requested

Note

On 7/3/2023 at 12:56 PM, Jennifer Buck wrote:
BASP submitted - ready for LRC Review

New Text

Please make the following revisions:

- 1.
- 2.
- 3.

Append Text to Note

Status * Complete ▾

Date Completed 07/03/2023

Attachments

Add Attachment

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient:

Name	Date Sent	Date Read	Status	Date Signed	
Buck, Jennifer	07/03/2023		Unread		Remove

3. From the **File** menu, select **Save and Close Notes**.

Role: Service Provider, Service Provider Worker

4. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes > Complete** for incoming notes.
5. The behavior analysis service provider reviews the **LRC Review > BASP Received – Revisions** note for reasons why the BASP criteria was not met.

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status	<input type="checkbox"/>
59217	Abner, Carrie	Behavioral Services	Behavioral Assessment	07/03/2023	optional	Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	LRC Review Requested	07/03/2023		Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	BASP Received - Revisions	07/03/2023	Revisions Requested	Buck, Jennifer	Complete	<input type="checkbox"/>

6. The behavior analysis service provider will update the BASP and resubmit it via a new note. Navigate to the consumer’s record and select the **Forms** tab.
7. Select the pending **Behavior Analysis Services Plan** form from the list.
8. Update the form per the requested changes in the **LRC Review > BASP Received > Revisions Requested** note.
9. Once updates to the BASP form are complete, change the status to **Complete**. From the **File** menu, select **Save and Close Form**.
10. The behavior analysis service provider will submit a new note to the LRC Chair that the updated BASP has been submitted. Repeat the steps in the [LRC Preliminary Review](#) section.

1k. LRC Meeting

The LRC Meeting is held after the BASP is submitted and criteria is met. A LRC BASP Review can also be completed at any time, upon request per the LRC Case Review > LRC Review Requested note discussed in the previous section.

After receiving the BASP Submitted or LRC Review Requested noted, the LRC Chair or designee determines whether there will be a desk review or a review at a LRC meeting and notifies requesting party/behavior analysis service provider using a note. The review is completed, and recommendations are documented on the LRC Case Review and Approval form. The LRC Member Review of BASP form is also completed as part of the review. The completion of the review is communicated back to the behavior analysis service provider via a note in APD iConnect. The financial eligibility review is also completed before the LRC Meeting. Complete the [Service Eligibility Review Process](#) section.

Role: Regional Clinical Workstream Worker

Behavioral Services

1. If the LRC meeting is needed, the LRC Chair has 30 days from the initial receipt of the BASP to notify the behavior analysis service provider of the meeting date. This is done by a note in APD iConnect. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - a. Note Type = LRC Review
 - b. Note Sub Type = Review Scheduled
 - c. Description = Date Scheduled mm/dd/yy
 - d. Note = add additional details as needed
 - e. Status = Complete
 - f. Recipient = behavior analysis service provider

apd iConnect Carrie Abner | Notes
7/3/2023 1:12 PM

File Tools

Notes Details

Division *

Note By *

Note Date *

Program/Provider

Note Type *

Note Sub-Type

Description

Note

B *I* U 16px **A**

additional details of LRC review meeting if needed

Status *

Date Completed

Attachments

[Add Attachment](#)

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient:

Name	Date Sent	Date Read	Status	Date Signed	
Buck, Jennifer	7/3/2023		Unread		Remove

2. From the **File** menu, select **Save and Close Notes**.
3. If a review during the LRC meeting is not required and a desk review will suffice, the LRC Chair or designee doesn't need to send a note to the behavior analysis service provider, but he/she does have to complete the **LRC Member Review of BASP** form and the **LRC Case Review and Approval** form.

Behavioral Services

4. The LRC Chair or designee begins the LRC Member Review of BASP form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select **“LRC Member Review of BASP.”** The Form Details page displays. Update the following fields:
 - a. Review = select As Needed
 - b. Review Date = defaults to today
 - c. Division = defaults to APD
 - d. Worker = pre-populated with your name
 - e. Provider/Program = leave blank
 - f. Status = Draft. This will be updated to Complete later in the workflow after the LRC meeting or desk review is completed.

APD iConnect Carrie Abner | Forms
7/3/2023 1:14 PM

File

Please Select Type: LRC Member Review of BASP

Consumer Forms

Review * As Needed Worker * Buck, Jennifer Clear Details

Review Date * 07/03/2023 Status * Draft

Division * APD Provider/Program

Approved By Approved Date

LRC Member Review of BASP

Date of Review 07/03/2023

Presenter's Name Jennifer Buck

Document Date 07/04/2023

Approval Status

Select Approval Status*

Approved: if all below are met (Yes)

Approved with Modifications: if all below are met, but needs modification

Not Approved: if any below are not met (No)

Review Criteria

1. Identifying information for the individual affected by the plan (including name, age, home name, support coordinator, authors and supervisor names with credentials, support plan effective date). Includes title of the document and version date. Yes

1. Comments 3983 characters remaining

2. Operational definitions of behavior targets for reduction and acquisition or as a replacement. Yes

2. Comments 3983 characters remaining

5. Complete the questions in the form. The Approval Status section will be added later in the workflow, after the LRC meeting or desk review is complete.
6. From the **File** menu, select **Save and Close Form**.
7. The LRC Chair or designee also begins the LRC Case Review and Approval form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the **File** menu, select

Add Form. Select “**LRC Case Review and Approval.**” The Form Details page displays. Update the following fields:

- a. Review = select As Needed
- b. Review Date = defaults to today
- c. Division = defaults to APD
- d. Worker = pre-populated with your name
- e. Provider/Program = leave blank
- f. Status = Draft. This will be updated to Complete later in the workflow after the LRC Review meeting or desk review is completed.

8. Complete the questions in the form. The BASP Approved/Action question will be added later in the workflow, after the LRC meeting or desk review is complete.
9. From the **File** menu, select **Save and Close Form.**
10. The LRC meeting is held or the desk review is completed. A decision will be rendered within 90 days of the initial receipt of the BASP. There are 3 possible outcomes:
 - a. [Approved](#)
 - b. [Approved with Modifications](#)
 - c. [Not Approved](#)

1ki. Approved

The LRC Chair or designee will update the **LRC Member Review of BASP** form and the **LRC Case Review and Approval Form** then notify the behavior analysis service provider via a note in APD iConnect.

Role: Regional Clinical Workstream Worker

1. The LRC Chair or designee will update the LRC Member Review of BASP form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the list view, select the **LRC Member Review of BASP** form. The Form Details page displays. Update the following fields:
 - a. Approval Status = Approved
 - b. Status = Complete

Carrie Abner | Forms
Last Updated by jibuck@apdcares.org
at 7/3/2023 1:16:28 PM

File Reports

LRC Member Review of BASP

Consumer Forms

Review * As Needed Worker * Buck, Jennifer Clear Details

Review Date * 07/03/2023 Status * Complete

Division * APD Provider/Program

Approved By Buck, Jennifer Approved Date 07/03/2023

Note

LRC Member Review of BASP

Date of Review 07/03/2023

Presenter's Name Jennifer Buck

Document Date 07/04/2023

Approval Status

Select Approval Status*

Approved: if all below are met (Yes)

Approved with Modifications: if all below are met, but needs modification

Not Approved: if any below are not met (No)

2. From the **File** menu, select **Save and Close Form**.
3. The LRC Chair will also update the LRC Case Review and Approval form. Navigate to the consumers record and select the **Forms** tab. From the list view, select the **LRC Case Review and Approval** form. The Form Details page displays. Update the following fields:
 - a. Decision section > BASP Approved/Action = Yes
 - b. Status = Complete

Behavioral Services

LRC Case Review and Approval (Attachment Q)	
Review Date:	07/03/2023
Consumer Name:*	Carrie Abner
Support Coordinator:	
Presenter:	Jennifer Buck <small>87 characters remaining</small>
Lead Reviewer:	<small>70 characters remaining</small>
Location of Services:	<small>70 characters remaining</small>
Method or Type of Review	
Review Type:	Annual Update/Re-Approval Revised Full BASP Data Review Behavior Assistant Request Safety Plan Other
Type of Review:	In-Person LRC Presentation
	New BASP
Decision	
BASP Approved / Action:	Yes
Recommended Review Period:	12 Month
Next Review Specific Date:	07/05/2024
Date of BASP Presented:	06/30/2023
Number of Months BASP is approved for from the date of this LRC Review:	12

4. From the **File** menu, select **Save and Close Forms**.
5. The LRC Chair notifies the behavior analysis service provider of the BASP approval via a note in APD iConnect. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - a. Note Type = LRC Review
 - b. Note Subtype = Decision – Approved
 - c. Status = Complete
 - d. Recipient = behavior analysis service provider & WSC

Behavioral Services

Notes Details

Division * APD

Note By * Buck, Jennifer

Note Date * 07/03/2023

Program/Provider

Note Type * LRC Review

Note Sub-Type Decision - Approved

Description

Note

Status * Complete

Date Completed 07/03/2023

Attachments

Add Attachment

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient: ... Clear

Name	Date Sent	Date Read	Status	Date Signed	
Buck, Jennifer	7/3/2023		Unread		Remove

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

Role: Service Provider, Service Provider Worker

7. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes > Complete** for notification of the BASP approval and services may begin or continue. The behavior analysis service provider will select the LRC Review > Decision – Approval note from the list view and review the details added in the notes section. In addition, the behavior analysis service provider can review the completed LRC Member Review of BASP and LRC Case Review and Approval form. The forms are read only for the behavior analysis service provider.

CONSUMERS		PROVIDERS	
Division	▼	Ticklers	▼
Notes	▶	Provider Selections	▼
Complete	9		
Pending	3		

Behavioral Services

IConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status	
59217	Abner, Carrie	Behavioral Services	Behavioral Assessment	07/03/2023	optional	Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	LRC Review Requested	07/03/2023		Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	BASP Received - Revisions	07/03/2023	Revisions Requested	Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	Review Scheduled	07/03/2023	Date scheduled mm/dd/yy	Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	Decision - Approved	07/03/2023		Buck, Jennifer	Complete	<input type="checkbox"/>

Role: WSC/CDC

8. The WSC monitors **My Dashboard > Consumers > Notes** for notification of the BASP approval. The WSC may need to create more/update authorizations according to the current cost plan processes.

1kii. Approved with Modifications

The LRC Chair will update the LRC Member Review of BASP form and the LRC Case Review and Approval Form then notify the behavior analysis service provider via a note in APD iConnect. The behavior analysis service provider will update the BASP and resubmit.

Role: Regional Clinical Workstream Worker

1. The LRC Chair or designee will update the LRC Member Review of BASP form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the list view, select the **LRC Member Review of BASP** form. The Form Details page displays. Update the following fields:
 - a. Approval Status = Approved with Modifications
 - b. Status = Pending

Behavioral Services

Consumer Forms

Review * Worker * Clear Details

Review Date * Status *

Division * Provider/Program

Approved By Approved Date

Note

LRC Member Review of BASP

Date of Review

Presenter's Name

Document Date

Approval Status

Select Approval Status*

Approved: if all below are met (Yes)

Approved with Modifications: if all below are met, but needs modification

Not Approved: if any below are not met (No)

- From the **File** menu, select **Save and Close Form**.



Note

The LRC Chair or designee can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of BASP's that are approved with modifications and awaiting resubmission from the behavior analysis service provider. If Provider never resubmits, use this same queue to identify forms that need to be marked as complete.

MY DASHBOARD CONSUMERS PROVIDERS CLAIMS SCHEDULER REPORTS

CONSUMERS PROVIDERS TASKS

Division Ticklers Links

My Enrollments

Provider Selections

Notes

My Management

Current Active Cases

Enrollments

SAN Queue

Pending Assessments Queue

File

Filters

Assessment Begins With AND

Consumer Name

Search Reset

1 Pending Assessments Queue record(s) returned - now viewing 1 through 1

Consumer Name	Case No	Assessment	Review Date	Rater	Status
Abner, Carrie	59217	LRC Member Review of BASP	07/03/2023	Buck, Jennifer	Pending

First Previous Records per page 15 Next Last

- The LRC Chair will also update the LRC Case Review and Approval form. Navigate to the consumers record and select the **Forms** tab. From the list view, select the **LRC Case Review and Approval** form. The Form Details page displays. Update the following fields:

Behavioral Services

- a. Decision section > Approved/Action = With Modifications
- b. Status = Pending

LRC Case Review and Approval (Attachment Q)

Review Date:	07/03/2023
Consumer Name:	Carrie Abner
Support Coordinator:	
Presenter:	Jennifer Buck 87 characters remaining
Lead Reviewer:	
Location of Services:	

Method or Type of Review

Review Type:	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px; font-size: small;"> Annual Update/Re-Approval Revised Full BASP Data Review Behavior Assistant Request Safety Plan Other </div> <div style="margin: 0 5px;">▶</div> <div style="border: 1px solid #ccc; padding: 2px;">New BASP</div> </div>
Type of Review:	In-Person LRC Presentation

Decision

BASP Approved / Action:	With Modifications (See "Approval Contingent I")
Recommended Review Period:	12 Month
Next Review Specific Date:	07/05/2024
Date of BASP Presented:	06/30/2023
Number of Months BASP is approved for from the date of this LRC Review:	12

4. From the **File** menu, select **Save and Close Forms**.



Note

The LRC Chair or designee can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of BASP's that are approved with modifications and awaiting resubmission from the behavior analysis service provider. If Provider never resubmits, use this same queue to identify forms that need to be marked as complete.

MY DASHBOARD
CONSUMERS
PROVIDERS
CLAIMS
SCHEDULER
REPORTS

CONSUMERS

Division ▼

My Enrollments ▼

Provider Selections ▼

Notes ▼

PROVIDERS

Ticklers ▼

TASKS

Links ▼

My Management ▼

Current Active Cases

Enrollments

SAN Queue

Pending Assessments Queue

Welcome, Jennifer Buck
7/3/2023 1:36 PM

Pending Assessments Queue

File

Filters

Assessment ▼ Begins With ▼ LRC Case Review and Approval ▼ AND ▼ ✕

Consumer Name ▼ +

Search Reset

1 Pending Assessments Queue record(s) returned - now viewing 1 through 1

Consumer Name	Case No	Assessment	Review Date	Rater	Status	
Abner, Carrie	59217	LRC Case Review and Approval	07/03/2023	Buck, Jennifer	Pending	<input type="checkbox"/>

First Previous Records per page: 15 Next Last

Behavioral Services

- The LRC Chair will reverse the status of the BASP so the behavior analysis service provider can make updates. From the **File** menu, select **Reverse Status**. The status of the form changes from Complete to Pending.

The screenshot shows the iConnect interface. At the top right, it says 'Carrie Abner' and 'Last Updated by: buckj@abcfames.org at 7/3/2023 1:09:25 PM'. A 'Forms' button is visible. The 'File' menu is open, and 'Reverse Status' is highlighted. The main form shows 'Worker *' as 'Buck, Jennifer', 'Status *' as 'Complete', and 'Approved Date' as '07/03/2023'. Below this is a blue header for 'BEHAVIOR ANALYSIS SERVICES PLAN'. At the bottom, 'Plan type:' is 'New BASP' and 'Date of Plan:' is '07/03/2023'.

- The LRC Chair notifies the behavior analysis service provider of the BASP approval with modifications via a note in APD iConnect. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - Note Type = LRC Review
 - Note Subtype = Decision – Approved with Modifications
 - Status = Complete
 - Recipient = behavior analysis service provider & WSC

The screenshot shows the 'Notes Details' page in iConnect. At the top right, it says 'Carrie Abner' and '7/3/2023 1:37 PM'. A 'Notes' button is visible. The 'File' menu is open, and 'Add Note' is selected. The form fields are: 'Division *' (APD), 'Note By *' (Buck, Jennifer), 'Note Date *' (07/03/2023), 'Program/Provider' (empty), 'Note Type *' (LRC Review), 'Note Sub-Type' (Decision - Approved with Modification), 'Description' (notifying behavioral provider and WSC the BASP was approved with modifications), 'Status *' (Complete), and 'Date Completed' (07/03/2023). Below the form is an 'Attachments' section with 'Add Attachment' and a table with no rows. At the bottom is a 'Note Recipients' section with 'Add Note Recipient:' and a 'Clear' button, followed by a table with one row: Buck, Jennifer, 7/3/2023, Unread, and a 'Remove' button.

Document	Description	Category	Action
There are no attachments to display			

Name	Date Sent	Date Read	Status	Date Signed	
Buck, Jennifer	7/3/2023		Unread		Remove

Behavioral Services

7. From the **File** menu, select **Save and Close Notes**.
8. The behavior analysis service provider has 30 days to resubmit.

Role: WSC/CDC

9. The WSC monitors **My Dashboard > Consumers > Notes > Complete** for notification of the BASP approval with modifications. This note serves as notification only. The WSC will not proceed with creating more/updating authorizations until the BASP is fully approved.

The screenshot shows a navigation bar with tabs for MY DASHBOARD, CONSUMERS, PROVIDERS, and CLAIMS. Below the navigation bar, there are two main sections: CONSUMERS and PROVIDERS. The CONSUMERS section has a dropdown menu for Division and a table for Notes. The PROVIDERS section has a dropdown menu for Ticklers and a dropdown menu for Provider Selections.

CONSUMERS		PROVIDERS	
Division	▼	Ticklers	▼
Notes	▶	Provider Selections	▼
Complete	10		
Pending	3		

Role: Service Provider, Service Provider Worker

10. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes > Complete** for notification of the BASP approval with modifications. The behavior analysis service provider will select the LRC Review > Decision – Approved with Modifications note from the list view and review the modifications that are needed in the notes section. In addition, the behavior analysis service provider can review the LRC Member Review of BASP and LRC Case Review and Approval form. The forms are read only for the behavior analysis service provider.
11. The behavior analysis service provider will update the Behavioral Analysis Service Plan (BASP) form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the forms list view, select the **Behavioral Analysis Service Plan (BASP)** form that is in Pending status. Update the following fields:
 - a. Per instruction in the LRC Review > Decision – Approved with Modifications note, update the form to reflect all required modifications identified in the note.
 - b. Status = Complete
12. From the **File** menu, select **Save and Close Form**.

The screenshot shows the 'iConnect' Forms interface. At the top right, it says 'Carrie Abner | Forms' and '7/21/2023 10:15 AM'. Below the 'File' menu, there is a dropdown for 'Please Select Type: Behavior Analysis Services Plan (BASP)'. The 'Consumer Forms' section contains several fields: 'Review' (Initial), 'Review Date' (07/21/2023), 'Worker' (Buck, Jennifer), 'Status' (Draft), 'Division' (APD), and 'Provider/Program' (ABA SOLUTIONS, INC.). There are also fields for 'Approved By' and 'Approved Date'. A prominent blue banner reads 'BEHAVIOR ANALYSIS SERVICES PLAN'. Below this banner, there are more form fields: 'Plan type' (New BASP), 'Date of Plan' (07/06/2023), 'Consumer's First Name' (Carrie), and 'Consumer's Last Name' (Abner).

13. Once the BASP is revised, the behavior analysis service provider will add a note for the LRC Chair or designee notifying them of the BASP submission. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. If the BASP Revision was submitted before the deadline, update the following fields:
- a. Program/Provider = enter the name of the behavior analysis service provider's agency
 - b. Note Type = LRC Review
 - c. Note Subtype = BASP Revisions
 - d. Description = BASP Revision mm/dd/yy
 - e. Note = Add details of what was revised
 - f. Status = Pending
 - g. Attachments = Add any attachments
 - h. Recipient = LRC Chair

The screenshot shows the 'Notes Details' form in the iConnect system. The form is titled 'Notes Details' and includes the following fields:

- Division ***: APD
- Note By ***: Buck, Jennifer
- Note Date ***: 07/21/2023
- Program/Provider ***: ABA SOLUTIONS, INC. (with a 'Details' link)
- Note Type ***: LRC Review
- Note Sub-Type ***: BASP Revisions
- Description**: BASP Revision mm/dd/yy
- Note**: A rich text editor containing the text 'details of what was revised'.
- Status ***: Pending
- Date Completed**: (empty field)

14. From the **File** menu, select **Save and Close Notes**. Skip to Step 16.

15. If the BASP Revision was submitted after the deadline, the LRC Chair or designee will manage this as a new submission. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:

- a. Program/Provider = enter the name of the behavior analysis service provider's agency
- b. Note Type = LRC Review
- c. Note Subtype = BASP Submission
- d. Note = add details that the submission is after the deadline.
- e. Status = Pending
- f. Attachments = Add any attachments
- g. Recipient = LRC Chair

Behavioral Services

Notes Details

Division * APD

Note By * Buck, Jennifer

Note Date * 07/03/2023

Program/Provider *

Note Type * LRC Review

Note Sub-Type * BASP Submission

Description

Note

Status * Pending

Date Completed

Attachments

Add Attachment

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient: Clear

Name	Date Sent	Date Read	Status	Date Signed	
Buck, Jennifer	7/3/2023		Unread		Remove

16. From the **File** menu, select **Save and Close Notes**. Skip to the [LRC Preliminary Review](#) section.

Role: Regional Clinical Workstream Worker

17. The LRC Chair or designee monitors **My Dashboard > Consumers > Notes > Pending** for incoming notes that the revised BASP revisions have been submitted.

18. The LRC Chair or designee will review the notes from the behavior analysis service provider by selecting the **LRC Review > BASP Submission** note.

Filters

Status: Pending Equal To AND

iConnect ID: +

Search Reset

5 Notes record(s) returned - now viewing 1 through 5

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Description	Author	Status	
59217	Abner, Carrie	LRC Review	BASP Submission	06/20/2023	Revised BASP 6/20/23	Buck, Jennifer	Pending	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	BASP Submission	07/03/2023	BASP Revision 7/3/23	Buck, Jennifer	Pending	<input type="checkbox"/>

19. The LRC Chair or designee will review the revised BASP form. Navigate to the consumer's record and select the **Forms** tab.

Behavioral Services

Select the “**Behavior Analysis Services Plan**” form in Complete status. If the revised BASP is submitted before the deadline and was revised sufficiently, the LRC chair will review the updates without going through the LRC Review Meeting.

The screenshot displays the iConnect interface for a Behavior Analysis Services Plan. At the top left is the iConnect logo. On the top right, it shows the user 'Carrie Abner', last updated by 'jbuck@apdcares.org' on '7/3/2023 1:41:52 PM', and a 'Forms' tab. Below the navigation bar, the main title is 'Behavior Analysis Services Plan'. Under 'Consumer Forms', there are several fields: 'Review' (Initial), 'Review Date' (07/03/2023), 'Division' (APD), 'Approved By' (Buck, Jennifer), 'Worker' (Buck, Jennifer), 'Status' (Complete), 'Provider/Program' (ABA SOLUTIONS, INC.), and 'Approved Date' (07/03/2023). A 'Note' field contains a yellow sticky note icon. Below this is a blue header for 'BEHAVIOR ANALYSIS SERVICES PLAN'. At the bottom, there are fields for 'Plan type' (Update with revision(s)), 'Date of Plan' (07/03/2023), 'Consumer's First Name' (Carrie), and 'Consumer's Last Name' (Abner).

20. The LRC Chair or designee will notify the behavior analysis service provider the BASP has been received by responding to the existing LRC Review > BASP Submission note. Navigate to the consumers record and select the **Notes** tab. From the list, select the **LRC Review > BASP Submission note** in Pending status. The Note Details page displays. Update the following fields:
- Note Type = Remains LRC Review
 - Note Subtype = Update to BASP Received
 - Note = add details of review. Select Append Text to Note.
 - Status = Complete
 - Recipient = behavior analysis service provider

Behavioral Services

APD iConnect

Carrie Abner
Last Updated by j buck@apdcares.org
at 7/3/2023 1:46:36 PM

Notes

File Tools

Notes

Notes Details

Division * APD

Note By * Buck, Jennifer

Note Date * 07/03/2023

Program/Provider ABA SOLUTIONS, INC. Details

Note Type * LRC Review

Note Sub-Type BASP Received

Description BASP Revision 7/3/23

On 7/3/2023 at 1:46 PM, Jennifer Buck wrote:
revised per LRC Chair request and within deadline

Note

New Text

LRC chair received revised BASP

Append Text to Note

Status * Complete

Date Completed 07/03/2023

Attachments

Add Attachment

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient: [] Clear

21. From the **File** menu, select **Save and Close Notes**. Proceed to the [LRC Meeting > Approved](#) section.

1kiii. Not Approved

The LRC Chair or designee will update the LRC Member Review of BASP form and the LRC Case Review and Approval Form and notify the behavior analysis service provider via a note in APD iConnect. The behavior analysis service provider must update the BASP and resubmit within 14 working days. If the behavior analysis service provider had started services, he/she would have to stop. This plan may not be used until revisions have been submitted and approved. After 14 working days, the behavior analysis service provider would have to restart the [BASP submission/completion](#) process.

Role: Regional Clinical Workstream Worker

1. The LRC Chair or designee will update the LRC Member Review of BASP form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the list view, select the **LRC Member Review of BASP** form. The Form Details page displays. Update the following fields:

Behavioral Services

- a. Approval Status = Not Approved
- b. Status = Pending

iConnect Carrie Abner | Forms
Last Updated by j buck@apdcares.org at 7/3/2023 1:29:33 PM

File Reports

Note

LRC Member Review of BASP

Date of Review: 07/03/2023
 Presenter's Name: Jennifer Buck
 Document Date: 07/04/2023

Approval Status

Select Approval Status*

Approved: if all below are met (Yes)
 Approved with Modifications: if all below are met, but needs modification
 Not Approved: if any below are not met (No)

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



Note

The LRC Chair or designee can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of BASP's that are approved with modifications and awaiting resubmission from the behavior analysis service provider. If Provider never resubmits, use this same queue to identify forms that need to be marked as complete.

iConnect Welcome, Jennifer Buck 7/3/2023 1:35 PM **Pending Assessments Queue**

File

Filters

Assessment: [v] Begins With: [v] LRC Member Review of BASP [v] AND [v] [x]
 Consumer Name: [v] +

Search Reset

1 Pending Assessments Queue record(s) returned - now viewing 1 through 1

Consumer Name	Case No	Assessment	Review Date	Rater	Status	
Abner, Carrie	59217	LRC Member Review of BASP	07/03/2023	Buck, Jennifer	Pending	<input type="checkbox"/>

First Previous Records per page: 15 Next Last

3. The LRC Chair will also update the LRC Case Review and Approval form. Navigate to the consumers record and select the **Forms** tab. From the list view, select the **LRC Case Review and Approval** form. The Form Details page displays. Update the following fields:
 - a. Decision section > BASP Approved/Action = No
 - b. Status = Pending

Behavioral Services

LRC Case Review and Approval (Attachment Q)

Review Date:	<input type="text" value="07/03/2023"/>
Consumer Name:	<input type="text" value="Carrie Abner"/>
Support Coordinator:	<input type="text"/>
Presenter:	<input type="text" value="Jennifer Buck"/> <small>57 characters remaining</small>
Lead Reviewer:	<input type="text"/> <small>70 characters remaining</small>
Location of Services:	<input type="text"/> <small>70 characters remaining</small>

Method or Type of Review

Review Type:	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;"> Annual Update/Re-Approval Revised Full BASP Data Review Behavior Assistant Request Safety Plan Other </div> <div style="border: 1px solid #ccc; padding: 2px; margin-left: 5px;"> New BASP </div> </div>
Type of Review:	<input type="text" value="In-Person LRC Presentation"/>

Decision

BASP Approved / Action:	<input type="text" value="No"/>
Recommended Review Period:	<input type="text" value="12 Month"/>
Next Review Specific Date:	<input type="text" value="07/05/2024"/>
Date of BASP Presented:	<input type="text" value="06/30/2023"/>
Number of Months BASP is approved for from the date of this LRC Review:	<input type="text" value="12"/>

- From the **File** menu, select **Save and Close Forms**.



Note

The LRC Chair or designee can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of BASP's that are approved with modifications and awaiting resubmission from the behavior analysis service provider. If Provider never resubmits, use this same queue to identify forms that need to be marked as complete.

MY DASHBOARD
CONSUMERS
PROVIDERS
CLAIMS
SCHEDULER
REPORTS

CONSUMERS

Division

My Enrollments

Provider Selections

Notes

PROVIDERS

Ticklers

TASKS

Links

My Management

Current Active Cases

Enrollments

SAN Queue

Pending Assessments Queue

Welcome, Jennifer Buck
7/3/2023 1:36 PM

Pending Assessments Queue

File

Filters

Assessment
Begins With
LRC Case Review and Approval
AND
✕

Consumer Name
+

Search
Reset

1 Pending Assessments Queue record(s) returned - now viewing 1 through 1

Consumer Name	Case No	Assessment	Review Date	Rater	Status	☐
Abner, Carrie	59217	LRC Case Review and Approval	07/03/2023	Buck, Jennifer	Pending	☐

First
Previous
Records per page 15
Next
Last

- The LRC Chair will reverse the status of the BASP so the behavior analysis service provider can make updates. From the consumer's record, navigate to the Forms tab. Select the

Behavioral Services

completed Behavior Analysis Service Plan form from the list. From the **File** menu, select **Reverse Status**. The status of the form changes from Complete to Pending.

APD iConnect | Carrie Abner | Last Updated by j-buck@apdcares.org at 7/3/2023 1:05:25 PM | Forms

File

History

Duplicate Assessment

Reverse Status

Print

Close Form

Unpublish

Note

Worker * Buck, Jennifer Details

Status * Complete

Provider/Program * ABA SOLUTIONS, INC. Details

Approved By Buck, Jennifer Details

Approved Date 07/03/2023

BEHAVIOR ANALYSIS SERVICES PLAN

Plan type: New BASP

Date of Plan: 07/03/2023

6. The LRC Chair notifies the behavior analysis service provider the BASP was not approved via a note in APD iConnect. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - a. Note Type = LRC Review
 - b. Note Subtype = Decision – Not Approved
 - c. Status = Complete
 - d. Recipient = behavior analysis service provider & WSC

APD iConnect | Carrie Abner | Notes | 7/3/2023 2:02 PM

File Tools

Notes Details

Division * APD

Note By * Buck, Jennifer

Note Date * 07/03/2023

Program/Provider

Note Type * LRC Review

Note Sub-Type Decision - Approved with Modification

Description

Note

Status * Complete

Date Completed 07/03/2023

Attachments

Add Attachment

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient: [] Clear

Name	Date Sent	Date Read	Status	Date Signed	
Buck, Jennifer	7/3/2023		Unread		Remove

Behavioral Services

7. From the **File** menu, select **Save and Close Notes**.
8. The behavior analysis service provider has 14 working days to resubmit.

Role: WSC/CDC

9. The WSC monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASP was not approved. This note serves as notification only. The WSC will not proceed with creating more/updating authorizations until the BASP is fully approved.

Role: Service Provider, Service Provider Worker

10. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASP was not approved. The behavior analysis service provider will select the **LRC Review > Decision – Not Approved** note from the list view and review the reasons the BASP was not approved in the notes section. In addition, the behavior analysis service provider can review the LRC Member Review of BASP and LRC Case Review and Approval form. The forms are read only for the behavior analysis service provider.
11. The behavior analysis service provider will update the Behavioral Analysis Service Plan (BASP) form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the forms list view, select the **Behavioral Analysis Service Plan (BASP)** form that is in Pending status. Update the following fields:
 - a. Per instruction in the LRC Review > Decision – Not Approved note, update any additional questions in the form.
 - b. Status = Complete
12. From the **File** menu, select **Save and Close Form**.

Behavioral Services

The screenshot shows the iConnect interface for a Behavior Analysis Services Plan (BASP). At the top, the user is identified as Carrie Abner, and the date is 7/21/2023 10:23 AM. The form is titled "Consumer Forms" and is for a "Behavior Analysis Services Plan (BASP)".

Review *	Initial	Worker *	Buck, Jennifer
Review Date *	07/21/2023	Status *	Complete
Division *	APD	Provider/Program *	ABA SOLUTIONS, INC.
Approved By	Buck, Jennifer	Approved Date	07/21/2023

BEHAVIOR ANALYSIS SERVICES PLAN

Plan type:	New BASP
Date of Plan:	07/06/2023
Consumer's First Name:	Carrie
Consumer's Last Name:	Abner

13. Once the BASP is revised, the behavior analysis service provider will add a note for the LRC Chair or designee notifying them of the BASP submission. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. If the BASP Revision was submitted before the deadline, update the following fields:
- Program/Provider = enter the name of the behavior analysis service provider's agency
 - Note Type = LRC Review
 - Note Subtype = BASP Submission
 - Description = BASP Revision mm/dd/yy
 - Note = Add details of what was revised
 - Status = Pending
 - Attachments = Add any attachments
 - Recipient = LRC Chair

The screenshot shows the 'Notes Details' form in the iConnect system. The form is populated with the following information:

- Division:** APD
- Note By:** Buck, Jennifer
- Note Date:** 07/03/2023
- Program/Provider:** ABA SOLUTIONS, INC.
- Note Type:** LRC Review
- Note Sub-Type:** BASP Received
- Description:** BASP Revision 7/3/23

The main text area contains the following note:

On 7/3/2023 at 1:46 PM, Jennifer Buck wrote:
revised per LRC Chair request and within deadline

Below the main text area is a 'New Text' editor with a toolbar (Bold, Italic, Underline, 10pt, Color) and the following text:

LRC chair received revised BASP

The 'Append Text to Note' button is visible below the editor. At the bottom of the form, the **Status** is set to 'Pending' and the **Date Completed** field is empty.

14. From the **File** menu, select **Save and Close Notes**. Skip to Step 16.

15. If the BASP Revision was submitted after the deadline, the LRC Chair or designee will manage this as a new submission. Update the following fields:
- Note Type = LRC Review
 - Note Subtype = BASP Submission
 - Note = add details that the submission is after the deadline.
 - Status = Pending
 - Attachments = Add any attachments
 - Recipient = LRC Chair

16. From the **File** menu, select **Save and Close Notes**. Skip to the [LRC Preliminary Review](#) section.

Role: Regional Clinical Workstream Worker

17. The LRC Chair or designee will review the notes from the behavior analysis service provider by selecting the **LRC Review > BASP Submission** note.

Behavioral Services

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Description	Author	Status	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	BASP Submission	06/20/2023	Revised BASP 6/20/23	Buck, Jennifer	Pending	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	BASP Submission	07/03/2023	BASP Revision 7/3/23	Buck, Jennifer	Pending	<input type="checkbox"/>

18. The LRC Chair or designee will review the revised BASP form. Navigate to the consumer's record and select the Forms tab. Select the **"Behavior Analysis Services Plan"** form in Complete status. If the revised BASP is submitted before the deadline and was revised sufficiently, the LRC chair will review the updates without going through the LRC Meeting.

BEHAVIOR ANALYSIS SERVICES PLAN

Plan type: Update with revision(s)

Date of Plan: 07/03/2023

Consumer's First Name: Carrie

Consumer's Last Name: Abner

19. The LRC Chair or designee will notify the behavior analysis service provider the BASP has been received by responding to the existing LRC Review > BASP Submission note. Navigate to the consumers record and select the **Notes** tab. From the list, select the **LRC Review > BASP Submission note** in Pending status. The Note Details page displays. Update the following fields:
- Note Type = Remains LRC Review
 - Note Subtype = Update to BASP Received
 - Note = add details of review. Select Append Text to Note.
 - Status = Complete
 - Recipient = behavior analysis service provider

Behavioral Services

Carrie Abner
Last Updated by j buck@apdcares.org
at 7/3/2023 1:46:36 PM

File Tools

Notes

Notes Details

Division * APD

Note By * Buck, Jennifer

Note Date * 07/03/2023

Program/Provider ABA SOLUTIONS, INC. Details

Note Type * LRC Review

Note Sub-Type BASP Received

Description BASP Revision 7/3/23

Note

On 7/3/2023 at 1:46 PM, Jennifer Buck wrote:
revised per LRC Chair request and within deadline

New Text

B I U 10pt A

LRC chair received revised BASP

Append Text to Note

Status * Pending

Date Completed

20. From the **File** menu, select **Save and Close Notes**. Proceed to the [LRC Meeting > Approved](#) or [LRC Meeting > Approved with Modification](#) section.

2. Service Eligibility Review Process

New consumers who need behavioral services or consumers who currently receive behavioral services must complete the service eligibility review process initially and at least annually as part of the cost plan review process. Some services are reviewed twice a year, or more if needed. During the LRC Meeting the BASE is reviewed as part of the medical necessity review and a clinical review of the BASP is completed.

The Service Eligibility Review process includes the following steps:

1. WSC sends a note to the Region Clinical Workstream Lead in APD iConnect requesting a BASE to be completed.
NOTE: the BASE cannot be completed until the BASP has been completed by the behavior analysis service provider.
2. The Region Clinical Workstream Lead assigns the BASE to a regional behavioral analyst.
3. The regional behavioral analyst reviews documentation to determine whether service eligibility criteria are supported by submitted documentation.
4. The regional behavioral analyst completes the BASE form.
5. The regional behavioral analyst prints and signs the BASE.
6. The regional behavioral analyst informs WSC and behavior analysis service provider of eligibility via BASE Completed note.
7. If the criteria for eligibility is not met, the WSC works with behavior analysis service provider to update the BASP, provide additional documentation, and resubmit.
8. If there is a reduction in services, the WSC will go through the cost plan review process with the Region Waiver Workstream Lead to adjust the services.

2a. BASE Requested

Role: WSC/CDC

1. Annually, when the cost plan review process begins, the WSC requests a BASE to be completed via a note in APD iConnect. A BASE is also completed during the LRC Meeting process.
2. To request a BASE, navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - a. Program/Provider = enter the name of the WSC agency
 - b. Note Type = Behavioral Services
 - c. Note Subtype = BASE Request
 - d. Note = list services and units needed, including ratios
 - e. Status = Pending

Behavioral Services

- f. Recipient = Region Clinical Workstream Lead
- g. Attachments = documentation needed for a medical necessity review. A completed BASP or any available documentation that shows the individual meets eligibility criteria must be on file before proceeding.

The screenshot shows the iConnect Notes interface. At the top right, it displays the user name 'Carrie Abner' and the time '7/3/2023 2:34 PM'. The interface includes a 'File' menu and 'Tools' options. The main section is titled 'Notes Details' and contains the following fields:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/03/2023
- Program/Provider: 1 CARE LLC
- Note Type: Behavioral Services
- Note Sub-Type: BASE Request
- Description: (empty text area)
- Note: (rich text editor containing 'requesting BASE. several documents attached')
- Status: Pending
- Date Completed: (empty)

Below the note details is an 'Attachments' section with an 'Add Attachment' button and a table of existing attachments:

Document	Description	Category	Action
RPsgsts1	script from MD		Remove
RSGIU77654	Discharge Summary		Remove

At the bottom is a 'Note Recipients' section with an 'Add Note Recipient' button and a table of recipients:

Name	Date Sent	Date Read	Status	Date Signed	Action
Buck, Jennifer	7/3/2023		Unread		Remove

- 3. From the **File** menu, select **Save and Close Notes**.

Role: Region Clinical Workstream Lead

- 2. The Region Clinical Workstream Lead monitors **My Dashboard > Consumers > Notes > Pending** for incoming notes as notification to assign the BASE.

Behavioral Services

MY DASHBOARD CONSUMERS PROVIDERS CLAIMS SCHEDULE

CONSUMERS **PROVIDERS**

Division Ticklers

My Enrollments

Provider Selections

Notes

Complete	11
Pending	6

oconnect iConnect Welcome, Jennifer Buck | **Notes**
7/3/2023 2:36 PM

File Tools

Filters

Status Equal To Pending AND

iConnect ID

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

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Description	Author	Status	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	BASP Submission	07/03/2023	BASP Revision 7/3/23	Buck, Jennifer	Pending	<input type="checkbox"/>
59217	Abner, Carrie	Behavioral Services	BASE Request	07/03/2023		Buck, Jennifer	Pending	<input type="checkbox"/>

3. The Region Clinical Workstream Lead will assign a regional behavioral analyst to complete the BASE and notify him/her through the BASE Request note. Select the **Behavioral Services > BASE Request note**. The Note Details page displays. Update the following fields:
 - a. Note = add details about the assignment. Click **Append Text to Note**.
 - b. Recipient = assign the regional behavioral analyst
 - c. Status = Update to Complete

The screenshot shows the 'Notes' interface in iConnect. At the top right, it says 'Carrie Abner' and 'Last Updated by jBuck@apdcares.org at 7/3/2023 2:35:09 PM'. The interface has a 'File' menu and 'Tools' options. The main content area is titled 'Notes Details' and contains the following information:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/03/2023
- Program/Provider: 1 CARE LLC
- Note Type: Behavioral Services
- Note Sub-Type: BASE Request
- Description: On 7/3/2023 at 2:35 PM, Jennifer Buck wrote: requesting BASE. several documents attached
- Note: assigning to Regional Behavioral Analyst
- Status: Complete
- Date Completed: 07/03/2023

Below the note details is an 'Attachments' section with a table:

Document	Description	Category	Action
RPsgts1	script from MD		Remove
RSGIU77654	Discharge Summary		Remove

At the bottom is a 'Note Recipients' section with a table:

Name	Date Sent	Date Read	Status	Date Signed	Action
Buck, Jennifer	07/03/2023		Unread		Remove

4. From the **File** menu, select **Save and Close Notes**.

2b. BASE Completed

Role: Region Clinical Workstream Worker

1. The regional behavioral analyst monitors **My Dashboard > Consumers > Notes > Complete** for incoming notes as notification to complete the BASE. Requests to review a revised BASE that initially did not meet criteria for eligibility are also visible in this queue.

Behavioral Services

MY DASHBOARD CONSUMERS PROVIDERS CLAIMS SCHEDULED

CONSUMERS **PROVIDERS**

Division

My Enrollments

Provider Selections

Notes

Complete	11
Pending	6

- The regional behavioral analyst will select the **Behavioral Services > BASE Request** note from the list view and review the attached documentation. The BASP form already saved on the consumer's record in iConnect is also reviewed, if available. If this is a new request, and the service is new to the individual, he/she may not yet have a BASP.

opd iConnect Welcome, Jennifer Buck | Notes
7/3/2023 2:40 PM

File Tools

Filters
Status: Complete Equal To AND
iConnect ID: +
Search Reset

12 Notes record(s) returned - now viewing 1 through 12

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Description	Author	Status	
59217	Abner, Carrie	Behavioral Services	Behavioral Assessment	07/03/2023	optional	Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	LRC Review Requested	07/03/2023		Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	BASP Received - Revisions	07/03/2023	Revisions Requested	Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	Review Scheduled	07/03/2023	Date scheduled mm/dd/yyyy	Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	Decision - Approved	07/03/2023		Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	LRC Review	Decision - Approved with Modification	07/03/2023		Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	Behavioral Services	BASP Request	07/03/2023		Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	Behavioral Services	BASQR Completed	06/21/2023	Quarter 3	Buck, Jennifer	Complete	<input type="checkbox"/>

- The regional behavioral analyst will begin the BASE form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select the **"LRC Chair BASE"** form. The Form Details page displays. Update the following fields:
 - Review = select As Needed
 - Review Date = defaults to today
 - Division = defaults to APD
 - Worker = pre-populated with your name
 - Provider/Program = leave blank
 - Status = defaults to Draft. Will be changed to Complete later in the workflow.

Behavioral Services

APD iConnect Carrie Abner | Forms
7/3/2023 2:42 PM

File

Please Select Type: LRC Chair BASE

Consumer Forms

Review * As Needed Worker * Buck, Jennifer Clear Details

Review Date * 07/03/2023 Status * Draft

Division * APD Provider:Program

Approved By Approved Date

ATTACHMENT E

LRC Chair Review of Behavior Analysis Services Eligibility (BASE Form)

Note: This is only a recommendation of eligibility for behavioral services, not a determination of medical necessity or an approval for the rate, hours or cost plan.

Consumer Name:

First Name Carrie

Middle Name R

Last Name Abner

Suffix

Review Date: * 07/03/2023

Support Coordinator:

Name	ID
Reed, Monica	2498

Search

LRC Chair or Designee: * Jennifer Buck 37 characters remaining

Agency Senior Behavior Analyst: Sally Smith

Check all services for which eligibility was reviewed:

Services(s):

A. Behavior Analysis Services

4. Complete the remaining questions in the form, saving several times along the way. It may take more than one day to complete this form.



Note

If the recommendation is intensive behavioral Residential Habilitation services, the IB Matrix must also be completed outside of APD iConnect then attached to a note in APD iConnect. This note must be added before the LRC Chair BASE form is saved in Complete status.

1. Select the **Note Icon** at the top of the BASE form.
 2. The Note Details page displays. Update the following fields:
 - a. Cost Plan Review Note = No
 - b. Note Type = Behavioral Services
 - c. Note Subtype = BASE Completed
 - d. Description = IB Matrix
 - e. Status = Complete
 - f. Attachments = IB Matrix
 - g. Recipient = None
 3. From the **File** menu, select **Save and Close Notes**. The page refreshes and you are returned to the LRC Chair BASE form
5. Once the review is complete, the Regional Behavioral Analyst will determine if the criteria has met for behavioral services eligibility. Three possible outcomes exist:


Behavioral Services

- a. [Consumer meets criteria for behavioral services eligibility](#)
 - b. [Consumer meets criteria for eligibility with a decrease in services](#)
 - c. [Consumer does not meet criteria for eligibility. Additional Documentation Required.](#)
6. From the **File** menu, select **Save Form**, NOT Save and Close Form.

2bi. Consumer Meets Criteria for Behavioral Services Eligibility

Role: Region Clinical Workstream Worker

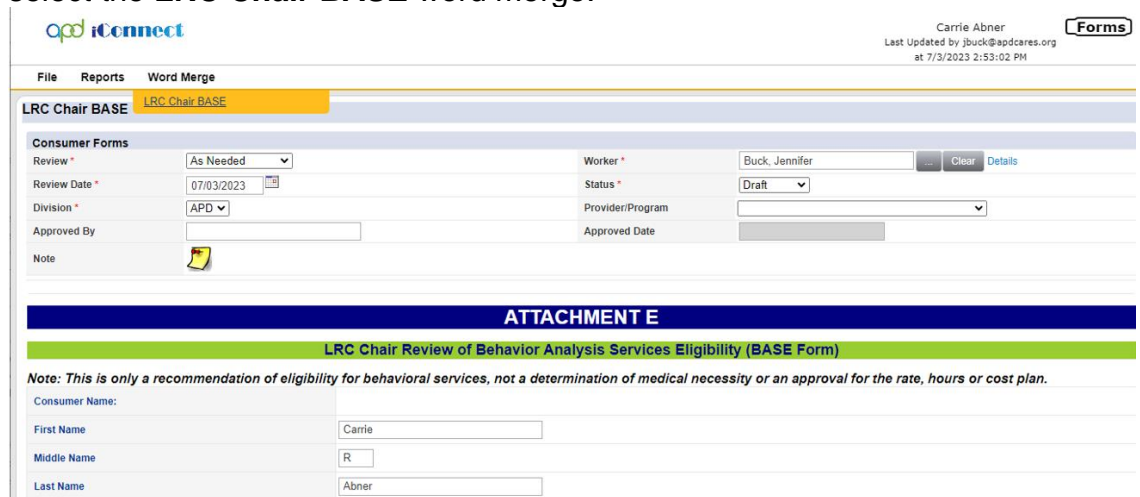
1. The regional behavioral analyst will add the recommendation on the BASE form. If the BASE form is not already open, navigate to the consumer's **Forms** tab. Select the **LRC Chair BASE** form from the list. Update the following fields:
 - a. Comments/Justification = enter justification for the behavioral services
 - b. Units for the Review Period = enter units
 - c. Fading Schedule = enter details if applicable
 - d. Eligibility = Eligible
 - e. Eligibility/Ineligibility Comments = add additional details if needed
 - f. Next Review Date = enter date of next review
 - g. LRC Chair or Designee = enter the name of the LRC Chair. This serves as the signature.
 - h. Status = Complete

A. Units for the Review Period:	<input type="text" value="35"/>
A. Fading Schedule:	<input type="text" value="fading schedule details"/>
A. Eligibility	
<input checked="" type="radio"/> Eligible <input type="radio"/> Ineligible	
A. Eligibility/Ineligibility Comments	<input type="text" value="eligibility comments"/>
A. Next Review Date:	<input type="text" value="07/01/2024"/> 
A. LRC Chair or Designee*:	<input type="text" value="Jennifer Buck, BCBA"/>

2. From the **File** menu, select **Save Forms**, NOT Save and Close Forms.

Behavioral Services

- From the open BASE form, the regional behavioral analyst will generate the BASE Word Merge. From the **Word Merge** menu, select the **LRC Chair BASE** word merge.




Consumer Forms

Review * Worker * Clear Details

Review Date * Status *

Division * Provider/Program

Approved By Approved Date

Note 

ATTACHMENT E

LRC Chair Review of Behavior Analysis Services Eligibility (BASE Form)

Note: This is only a recommendation of eligibility for behavioral services, not a determination of medical necessity or an approval for the rate, hours or cost plan.

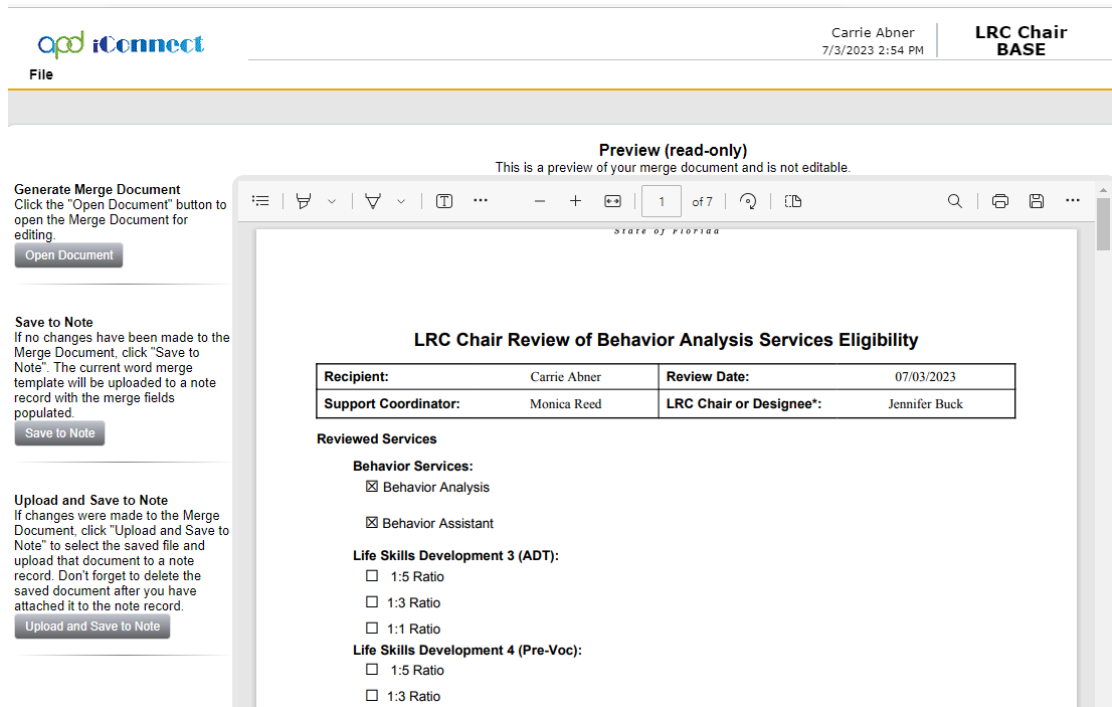
Consumer Name:

First Name

Middle Name

Last Name

- The Word Merge preview window displays. Select **Save to Note**.



Preview (read-only)
This is a preview of your merge document and is not editable.

Generate Merge Document
Click the "Open Document" button to open the Merge Document for editing.

Save to Note
If no changes have been made to the Merge Document, click "Save to Note". The current word merge template will be uploaded to a note record with the merge fields populated.

Upload and Save to Note
If changes were made to the Merge Document, click "Upload and Save to Note" to select the saved file and upload that document to a note record. Don't forget to delete the saved document after you have attached it to the note record.

LRC Chair Review of Behavior Analysis Services Eligibility

Recipient:	Carrie Abner	Review Date:	07/03/2023
Support Coordinator:	Monica Reed	LRC Chair or Designee*:	Jennifer Buck

Reviewed Services

Behavior Services:

- Behavior Analysis
- Behavior Assistant

Life Skills Development 3 (ADT):

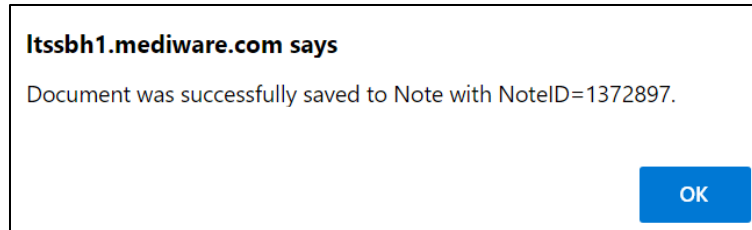
- 1:5 Ratio
- 1:3 Ratio
- 1:1 Ratio

Life Skills Development 4 (Pre-Voc):

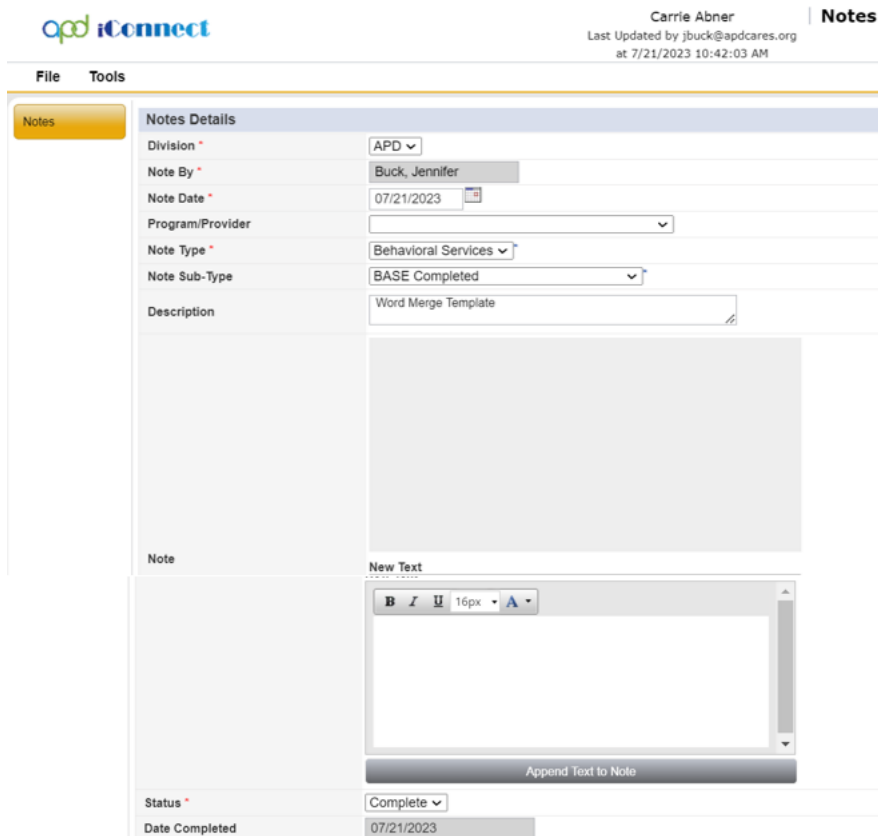
- 1:5 Ratio
- 1:3 Ratio

- A notification message displays confirming the LRC Chair BASE Word Merge was saved to a note. Click **Okay**.

Behavioral Services



7. The Note Details page displays. Notify the WSC that the consumer meets criteria for behavioral services eligibility. Update the following fields:
 - a. Division = select APD
 - b. Note Type = Update to Behavioral Services
 - c. Note SubType = BASE Completed
 - d. Description = defaults to Word Merge Template. Update if desired.
 - e. Note = optional
 - f. Status = Complete
 - g. Attachment = signed BASE
 - h. Recipients = WSC, behavior analysis service provider, Region Clinical Workstream Lead



The screenshot shows the iConnect Notes Details page. At the top right, it says "Carrie Abner" and "Last Updated by j buck@apdcares.org at 7/21/2023 10:42:03 AM". The page has a "File" menu and "Tools" options. The "Notes" section is active. The "Notes Details" form includes the following fields:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/21/2023
- Program/Provider: [Dropdown]
- Note Type: Behavioral Services
- Note Sub-Type: BASE Completed
- Description: Word Merge Template
- Note: [Text Area]
- New Text: [Rich Text Editor with Bold, Italic, Underline, 16px font size, and Color options]
- Status: Complete
- Date Completed: 07/21/2023

There is an "Append Text to Note" button at the bottom of the New Text editor.

8. From the **File** menu, select **Save and Close Notes**.

Behavioral Services

9. For more detailed general Word Merge instruction, see the [As Needed: Word Merges](#) section.

Role: WSC/CDC

10. The WSC monitors **My Dashboard > Consumers > Notes** for notification the BASE was completed. The WSC may need to create more authorizations following the current cost plan processes.

Role: Service Provider, Service Provider Worker

11. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes** for notification the BASE was completed as notification only.

Role: Region Clinical Workstream Lead

12. The Region Clinical Workstream Lead monitors **My Dashboard > Consumers > Notes** for notification the BASE was completed as notification only.

2bii. Consumer Meets Criteria for Eligibility with a Decrease in Services


Role: Region Clinical Workstream Worker

1. The regional behavioral analyst will add the recommendation on the BASE form. If the BASE form is not already open, navigate to the consumer's **Forms** tab. Select the **LRC Chair BASE** form from the list. Update the following fields:
 - a. Comments/Justification = enter justification for the behavioral services
 - b. Units for the Review Period = enter units
 - c. Fading Schedule = enter details if applicable
 - d. Eligibility = Eligible
 - e. Eligibility/Ineligibility Comments = add additional details if needed
 - f. Next Review Date = enter date of next review
 - g. LRC Chair or Designee = enter the name of the LRC Chair. This serves as the signature.
 - h. Status = Update to Complete

Behavioral Services

A. Units for the Review Period:	35
A. Fading Schedule:	fading schedule details
A. Eligibility	
<input checked="" type="radio"/> Eligible <input type="radio"/> Ineligible	
A. Eligibility/Ineligibility Comments	eligibility comments
A. Next Review Date:	07/01/2024
A. LRC Chair or Designee*:	Jennifer Buck, BCBA

- From the **File** menu, select **Save Forms**, NOT Save and Close Forms.
- From the open BASE form, the regional behavioral analyst will generate the BASE Word Merge. From the **Word Merge** menu, select the **LRC Chair BASE** word merge.



Carrie Abner
 Last Updated by jbuck@apdcares.org
 at 7/18/2023 3:53:46 PM

Forms

File
Reports
Word Merge

LRC Chair BASE LRC Chair BASE

Consumer Forms

Review *	Initial	Worker *	Buck, Jennifer Details
Review Date *	07/18/2023	Status *	Complete
Division *	APD	Provider/Program	
Approved By	Buck, Jennifer Details	Approved Date	07/18/2023
Note			

ATTACHMENT E

LRC Chair Review of Behavior Analysis Services Eligibility (BASE Form)

Note: This is only a recommendation of eligibility for behavioral services, not a determination of medical necessity or a approval for the rate, hours or cost plan.

4. The Word Merge preview window displays. Select **Save to Note**.

The screenshot shows the iConnect software interface. At the top, the user is identified as Carrie Abner on 7/3/2023 at 2:54 PM, and the document is titled 'LRC Chair BASE'. The main area is a 'Preview (read-only)' window showing a document titled 'LRC Chair Review of Behavior Analysis Services Eligibility'. The document content includes:

Recipient:	Carrie Abner	Review Date:	07/03/2023
Support Coordinator:	Monica Reed	LRC Chair or Designee*:	Jennifer Buck

Reviewed Services

- Behavior Services:**
 - Behavior Analysis
 - Behavior Assistant
- Life Skills Development 3 (ADT):**
 - 1:5 Ratio
 - 1:3 Ratio
 - 1:1 Ratio
- Life Skills Development 4 (Pre-Voc):**
 - 1:5 Ratio
 - 1:3 Ratio

5. A notification message displays confirming the LRC Chair BASE Word Merge was saved to a note. Click **Okay**.

The notification message box contains the following text:

Itssbh1.mediware.com says

Document was successfully saved to Note with NoteID=1372897.

OK

6. The Note Details page displays. Notify the WSC that the consumer meets criteria for behavioral services eligibility. Update the following fields:
 - a. Division = select APD
 - b. Note Type = Update to Behavioral Services
 - c. Note SubType = BASE Completed
 - d. Description = defaults to Word Merge Template. Update if desired.
 - e. Note = optional
 - f. Status = Complete
 - g. Attachment = signed BASE
 - h. Recipients = WSC, behavior analysis service provider, Region Waiver Workstream Worker, Region Clinical Workstream Lead

Behavioral Services

7. From the **File** menu, select **Save and Close Notes**.
8. For more detailed general Word Merge instruction, see the [As Needed: Word Merges](#) section.

Role: WSC/CDC

9. The WSC monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASE was completed and a decrease in services is needed. The WSC will work with the Region Waiver Workstream Worker to determine how the services will be reduced. The WSC will go through the cost plan review process to adjust the services.

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status
59217	Abner, Carrie	Behavioral Services	BASE Completed	07/03/2023		Buck, Jennifer	Complete
59217	Abner, Carrie	Behavioral Services	BASE Request	07/03/2023		Buck, Jennifer	Complete

Behavioral Services

Role: Regional Waiver Workstream Worker

10. The Region Waiver Workstream Worker monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASE was completed, and services will be reduced.


Role: Service Provider

11. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASE was completed with a decrease in services as notification only.

2biii. Consumer Does Not Meet Criteria for Eligibility. Additional Documentation Required.

Role: Region Clinical Workstream Worker


1. The regional behavioral analyst will update the BASE form. If the BASE form is not already open, navigate to the consumer's **Forms** tab. Select the **LRC Chair BASE** form from the list. Update the following fields:
 - a. Comments/Justification = enter comments about the missing documentation.
 - b. Status = Pending

 Carrie Abner | **Forms**
Last Updated by j buck@apdcares.org at 7/3/2023 2:53:02 PM

File Reports Word Merge

LRC Chair BASE

Consumer Forms

Review *	As Needed	Worker *	Buck, Jennifer	Clear	Details
Review Date *	07/03/2023	Status *	Pending		
Division *	APD	Provider/Program			
Approved By		Approved Date			
Note					

ATTACHMENT E

LRC Chair Review of Behavior Analysis Services Eligibility (BASE Form)

Note: This is only a recommendation of eligibility for behavioral services, not a determination of medical necessity or an approval for the rate, hours or cost plan.

Consumer Name:

First Name	Carrie
Middle Name	R
Last Name	Abner

Behavioral Services

Check all services for which eligibility was reviewed:

Service(s):	
A. Behavior Analysis Services	<input checked="" type="checkbox"/>
B. Behavior Assistant Services	<input checked="" type="checkbox"/>
C. Life Skills Development 3 (ADT)	<input type="checkbox"/>
D. Life Skills Development 4 (Pre-Voc)	<input type="checkbox"/>
E. Residential Habilitation	<input type="checkbox"/>

Behavior Analysis Services

B *I* U 10pt **A**

Need additional documentation before proceeding

A. Comments / Justification:

2. From the **File** menu, select **Save Forms**.



Note

The regional behavioral analyst can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of BASE forms that are pending additional documentation.

Filter by Filter by Assessment = LRC Chair BASE
Status = Pending.

If additional documentation is never received, the regional behavioral analyst can use this queue to identify BASE forms that need to be closed and marked as complete.

MY DASHBOARD

CONSUMERS PROVIDERS CLAIMS SCHEDULER REPORTS

CONSUMERS

Division ▼

My Enrollments ▼

Provider Selections ▼

Notes ▼

PROVIDERS

Ticklers ▼

TASKS

Links ▼

My Management ▼

Current Active Cases

Enrollments

SAN Queue

Pending Assessments Queue

Welcome, Jennifer Buck

7/3/2023 3:16 PM

Pending Assessments Queue

File

Filters

Assessment ▼ Begins With ▼ LRC Chair BASE ▼ AND ▼ ✕

Consumer Name ▼ +

Search Reset

1 Pending Assessments Queue record(s) returned - now viewing 1 through 1

Consumer Name	Case No	Assessment	Review Date	Rater	Status	
Abner, Carrie	59217	LRC Chair BASE	07/03/2023	Buck, Jennifer	Pending	<input type="checkbox"/>

First Previous Records per page 15 Next Last

Behavioral Services

3. Notify the WSC that additional documentation is needed via a note in APD iConnect. This can be completed from the Note icon on the open BASE form. Select the **Note icon** at the top of the BASE form. The Note Details page displays. Update the following fields:
 - a. Cost Plan Review Note = No
 - b. Note Type = Behavioral Services
 - c. Note SubType = BASE – Additional Information Requested
 - d. Status = Pending
 - e. Recipients = WSC, behavior analysis service provider.

The screenshot displays two overlapping windows from the APD iConnect system. The background window is the 'LRC Chair BASE' form, and the foreground window is the 'Note Details' page.

LRC Chair BASE Form:

- Consumer Forms: Review (AS Needed), Review Date (07/03/2023), Division (APD), Approved By, Note.
- Consumer Name: Carrie Abner.
- Review Date: 07/03/2023.
- Support Coordinator: Reed, Monk.
- LRC Chair or Designee: Jennifer Buck.
- Agency Senior Behavior Analyst: Sally Smith.
- Check all services for which eligibility was reviewed:
 - A. Behavior Analysis Services
 - B. Behavior Assistant Services

Note Details Page:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/03/2023
- Cost Plan Review Note?: No
- Note Type: Behavioral Services
- Note SubType: BASE - Additional Information Requested
- Description: [Empty]
- Note: [Empty]
- Status: Pending
- Date Completed: [Empty]
- Attachments: [None]
- Recipients: [None]
- Table:

Name	Date Sent	Date Read	Status	Date Signed
Buck, Jennifer	7/3/2023		Unread	

4. From the **File** menu, select **Save and Close Notes**. The page refreshes and you are returned to the BASE form.
5. From the **File** menu, select **Save and Close Form**.

Role: WSC/CDC

6. The WSC monitors **My Dashboard > Consumers > Notes > Pending** for notification the consumer did not meet criteria for eligibility and additional documentation is needed.

Behavioral Services

MY DASHBOARD CONSUMERS

CONSUMERS PROVIDERS

Division [v] Ticklers [v]

Notes [v]

Complete	13
Pending	6

7. The WSC will select the **Behavioral Services > BASE – Additional Information Requested** note from the list view and review the notes for the requested additional documentation.

opd iConnect Welcome, Jennifer Buck | Notes
7/3/2023 3:22 PM

File Tools

Filters

Status [v] Equal To [v] Pending [v] AND [v] [x]

iConnect ID [v] +

Search Reset

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

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status
59217	Abner, Carrie	Behavioral Services	BASE - Additional Information Requested	07/03/2023		Buck, Jennifer	Pending
59217	Abner, Carrie	LRC Review	BASP Submission	06/20/2023	Revised BASP 6/20/23	Buck, Jennifer	Pending

8. The WSC will obtain additional documentation from behavior analysis service provider within 30 days and attach to the existing Behavioral Services > BASE – Additional Information Requested note. Navigate to the consumer **Notes** tab. Select the **Behavioral Services > BASE – Additional Information Requested** note in Pending status. The Note Details page displays. Update the following fields:
- Program/Provider = enter the name of the WSC’s agency
 - Notes = list the additional documentation that has been attached.
 - Status = Complete
 - Attachments = additional documentation demonstrating how the individual meets eligibility criteria
 - Recipients = regional behavioral analyst

Behavioral Services

opd iConnect Carrie Abner | Notes
Last Updated by j buck@apdcares.org
at 7/3/2023 3:20:43 PM

File Tools

Note By * Buck, Jennifer

Note Date * 07/03/2023

Program/Provider * 1 CARE LLC [Details](#)

Note Type * Behavioral Services

Note Sub-Type BASE - Additional Information Requested

Description

Note

On 7/3/2023 at 3:20 PM, Jennifer Buck wrote:
Additional documentation needed before BASE can be completed. Notifying WSC

New Text

B I U 16px [A](#)

providing additional documentation as requested.

Append Text to Note

Status * Complete

Date Completed 07/03/2023

Attachments

[Add Attachment](#)

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient: [Clear](#)

Name	Date Sent	Date Read	Status	Date Signed	
Buck, Jennifer	07/03/2023		Unread		Remove

- From the **File** menu, select **Save and Close Notes**. Proceed to the [BASE Completed](#) section.

Role: Service Provider, Service Provider Worker

- In addition, the behavior analysis service provider monitors **My Dashboard > Consumers > Notes** for notification the consumer did not meet criteria for eligibility and additional documentation is needed. The WSC will reach out for follow up.

3. Increase in Behavioral Services

When the need for an increase in behavioral services is identified, the WSC begins the process by submitting the request for a new BASE. The increase in behavioral services process includes the following steps:

1. WSC sends a note to the Region Clinical Workstream Lead in APD iConnect requesting a BASE to be completed.
NOTE: the BASE can be completed without a completed BASP only if there is other documentation present that shows how the individual is eligible. The BASP and/or documentation must be within the past 12 months.
2. The Region Clinical Workstream Lead will assign a regional behavioral analyst to complete the BASE.
3. The regional clinical workstream worker reviews documentation to determine whether service eligibility criteria are supported by the submitted documentation.
4. The regional behavioral analyst completes the BASE form.
5. The regional behavioral analyst informs WSC and behavior analysis service provider of eligibility via BASE request note.
6. If not eligible, the WSC works with behavior analysis service provider to update the BASP and/or submit additional documentation and resubmit.

3a. BASE Requested

Role: WSC/CDC

1. When an increase in behavioral services is identified, the WSC will request a BASE to be completed. To request a BASE, navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - a. Program/Provider = enter the name of the WSCs agency
 - b. Note Type = Behavioral Services
 - c. Note Subtype = BASE Request
 - d. Notes = list services and units needed, including ratios
 - e. Status = Pending
 - f. Recipient = Region Clinical Workstream Lead
 - g. Attachments = documentation needed for a med necessity review. A completed BASP or any available documentation that shows the individual meets eligibility criteria must be on file before proceeding.

Behavioral Services

Notes Details

Division *

Note By *

Note Date *

Program/Provider * [Details](#)

Note Type *

Note Sub-Type

Description

Note

requesting BASE. sending to ABA

Status *

Date Completed

Attachments

[Add Attachment](#)

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient:

Name	Date Sent	Date Read	Status	Date Signed	
Buck, Jennifer	7/3/2023		Unread		Remove

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

Role: Region Clinical Workstream Lead

3. The Region Clinical Workstream Lead monitors **My Dashboard > Consumers > Notes > Pending** for incoming notes as notification to assign the BASE.

MY DASHBOARD CONSUMERS

CONSUMERS **PROVIDERS**

Division

Ticklers

Notes

Complete	13
Pending	6

Behavioral Services

opd iConnect Welcome, Jennifer Buck | Notes
7/3/2023 3:30 PM

File Tools

Filters
 Status Equal To Pending AND
 IConnect ID +
 Search Reset

7 Notes record(s) returned - now viewing 1 through 7

IConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Description	Author	Status
59217	Abner, Carrie	LRC Review	BASP Submission	07/03/2023	BASP Revision 7/3/23	Buck, Jennifer	Pending
59217	Abner, Carrie	Behavioral Services	BASE - Additional Information Requested	07/03/2023		Buck, Jennifer	Pending
59217	Abner, Carrie	Behavioral Services	BASE Request	07/03/2023		Buck, Jennifer	Pending

4. The Region Clinical Workstream Lead will assign a regional behavioral analyst to complete the BASE and notify him/her through the BASE Request note. Select the **Behavioral Services > BASE Request note**. The Note Details page displays. Update the following fields:
 - a. Note = add details about the assignment. Select Append Text to Note.
 - b. Recipient = assign the regional behavioral analyst
 - c. Status = Update to Complete

opd iConnect Carrie Abner | Notes
Last Updated by j.buck@apdcares.org
at 7/3/2023 3:30:21 PM

File Tools

Note By *

Note Date *

Program/Provider Details

Note Type *

Note Sub-Type

Description

Note

On 7/3/2023 at 3:30 PM, Jennifer Buck wrote:
requesting BASE. sending to ABA

New Text

B *I* U 16px

Regional Behavioral Analyst assigned

Append Text to Note

Status *

Date Completed

Attachments

Add Attachment

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient: Clear

Name	Date Sent	Date Read	Status	Date Signed
Buck, Jennifer	07/03/2023		Unread	

5. From the **File** menu, select **Save and Close Notes**.

3b. BASE Completed

Role: Region Clinical Workstream Worker

1. The regional behavioral analyst monitors **My Dashboard > Consumers > Notes > Complete** for incoming notes as notification to complete the BASE. Requests to review a revised BASE that initially did not meet criteria for eligibility are also visible in this queue.

2. The regional behavioral analyst will select the **Behavioral Services > BASE Request** note from the list view and review the attached documentation. In addition, the regional behavioral analyst will review the BASP form already saved on the consumer's record in iConnect.

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Description	Author	Status
59217	Abner, Carrie	Behavioral Services	BASE Completed	07/03/2023		Buck, Jennifer	Complete
59217	Abner, Carrie	Behavioral Services	BASE Request	07/03/2023		Buck, Jennifer	Complete

3. The regional behavioral analyst will begin the BASE form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select the **“LRC Chair BASE”** form. The Form Details page displays. Update the following fields:
 - a. Review = select As Needed
 - b. Review Date = defaults to today
 - c. Division = defaults to APD
 - d. Worker = pre-populated with your name
 - e. Provider/Program = leave blank
 - f. Status = defaults to Draft. Will be changed to Complete later in the workflow.

Behavioral Services

APD iConnect Carrie Abner | Forms
7/3/2023 2:42 PM

File

Please Select Type: LRC Chair BASE

Consumer Forms

Review * As Needed Worker * Buck, Jennifer Clear Details

Review Date * 07/03/2023 Status * Draft

Division * APD Provider/Program

Approved By Approved Date

ATTACHMENT E

LRC Chair Review of Behavior Analysis Services Eligibility (BASE Form)

Note: This is only a recommendation of eligibility for behavioral services, not a determination of medical necessity or an approval for the rate, hours or cost plan.

Consumer Name:

First Name Carrie

Middle Name R

Last Name Abner

Suffix

Review Date* 07/03/2023

Support Coordinator:

1 Worker record(s) returned - now viewing 1 through 1

Name	ID
Reed, Monica	2498

Search

LRC Chair or Designee* Jennifer Buck 37 characters remaining

Agency Senior Behavior Analyst: Sally Smith

Check all services for which eligibility was reviewed:

Services(s):

A. Behavior Analysis Services

4. Complete the remaining questions in the form, saving several times along the way. It may take more than one day to complete this form.



Note

If the recommendation is intensive behavioral Residential Habilitation services, the IB Matrix must also be completed outside of APD iConnect then attached to a note in APD iConnect. This note must be added before the LRC Chair BASE form is saved in Complete status.

1. Select the **Note Icon** at the top of the BASE form.
 2. The Note Details page displays. Update the following fields:
 - a. Cost Plan Review Note = No
 - b. Note Type = Behavioral Services
 - c. Note Subtype = BASE Completed
 - d. Description = IB Matrix
 - e. Status = Complete
 - f. Attachments = IB Matrix
 - g. Recipient = None
 3. From the **File** menu, select **Save and Close Notes**. The page refreshes and you are returned to the LRC Chair BASE form
5. Once the review is complete, the regional behavioral analyst will determine if the criteria has met for behavioral services eligibility. Two possible outcomes exist:
 1. [Consumer meets criteria for behavioral services increase](#)

Behavioral Services

- [Consumer does not meet criteria for behavioral services increase.](#)
- [Consumer meets criteria for eligibility with a decrease in services.](#)

3bi. Consumer Meets Criteria for Behavioral Services Increase

Role: Region Clinical Workstream Worker

- The regional behavioral analyst will add the recommendation on the BASE form. If the BASE form is not already open, navigate to the consumer's **Forms** tab. Select the **LRC Chair BASE** form from the list. Update the following fields:
 - Comments/Justification = enter justification for the behavioral services
 - Units for the Review Period = enter units
 - Fading Schedule = enter details if applicable
 - Eligibility = Eligible
 - Eligibility/Ineligibility Comments = add additional details if needed
 - Next Review Date = enter date of next review
 - LRC Chair or Designee = enter the name of the LRC Chair. This serves as the signature.
 - Status = Update to Complete

A. Units for the Review Period:	<input type="text" value="35"/>
A. Fading Schedule:	<input type="text" value="fading schedule details"/>
A. Eligibility	
<input checked="" type="radio"/> Eligible <input type="radio"/> Ineligible	
A. Eligibility/Ineligibility Comments	<input type="text" value="eligibility comments"/>
A. Next Review Date:	<input type="text" value="07/01/2024"/>
A. LRC Chair or Designee*:	<input type="text" value="Jennifer Buck, BCBA"/>

- From the **File** menu, select **Save Forms**, NOT Save and Close Forms.
- From the open BASE form, the regional behavioral analyst will generate the BASE Word Merge. From the **Word Merge** menu, select the **LRC Chair BASE** word merge.

Behavioral Services

Consumer Forms

Review * Worker * Clear Details

Review Date * Status *

Division * Provider/Program

Approved By Approved Date

Note

ATTACHMENT E

LRC Chair Review of Behavior Analysis Services Eligibility (BASE Form)

Note: This is only a recommendation of eligibility for behavioral services, not a determination of medical necessity or an approval for the rate, hours or cost plan.

Consumer Name:

First Name

Middle Name

Last Name

- The Word Merge preview window displays. Select **Save to Note**.

Preview (read-only)
This is a preview of your merge document and is not editable.

Generate Merge Document
Click the "Open Document" button to open the Merge Document for editing.

Save to Note
If no changes have been made to the Merge Document, click "Save to Note". The current word merge template will be uploaded to a note record with the merge fields populated.

Upload and Save to Note
If changes were made to the Merge Document, click "Upload and Save to Note" to select the saved file and upload that document to a note record. Don't forget to delete the saved document after you have attached it to the note record.

LRC Chair Review of Behavior Analysis Services Eligibility

Recipient:	Carrie Abner	Review Date:	07/03/2023
Support Coordinator:	Monica Reed	LRC Chair or Designee*:	Jennifer Buck

Reviewed Services

Behavior Services:

- Behavior Analysis
- Behavior Assistant

Life Skills Development 3 (ADT):

- 1:5 Ratio
- 1:3 Ratio
- 1:1 Ratio

Life Skills Development 4 (Pre-Voc):

- 1:5 Ratio
- 1:3 Ratio

- A notification message displays confirming the LRC Chair BASE Word Merge was saved to a note. Click **Okay**.

Itssbh1.mediware.com says

Document was successfully saved to Note with NoteID=1372897.

Behavioral Services

6. The Note Details page displays. Notify the WSC that the consumer meets criteria for behavioral services eligibility. Update the following fields:
 - a. Division = select APD
 - b. Note Type = Update to Behavioral Services
 - c. Note SubType = BASE Completed
 - d. Description = defaults to Word Merge Template. Update if desired.
 - e. Note = optional
 - f. Status = Complete
 - g. Attachment = signed BASE
 - h. Recipients = WSC, behavior analysis service provider, Region Clinical Workstream Lead

The screenshot shows the 'Notes Details' page in the iConnect system. The page header includes the iConnect logo, the user name 'Carrie Abner', and the last updated information: 'Last Updated by j buck@apdcares.org at 7/21/2023 10:42:03 AM'. The 'Notes' menu is highlighted. The 'Notes Details' section contains the following fields:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/21/2023
- Program/Provider: (empty)
- Note Type: Behavioral Services
- Note Sub-Type: BASE Completed
- Description: Word Merge Template

Below the description is a large text area for the note content. At the bottom, there is a 'New Text' editor with a toolbar (Bold, Italic, Underline, 16px font size, text color) and an 'Append Text to Note' button. The 'Status' is set to 'Complete' and the 'Date Completed' is 07/21/2023.

7. From the **File** menu, select **Save and Close Notes**.
8. For more detailed general Word Merge instruction, see the [As Needed: Word Merges](#) section.

Role: WSC/CDC

Behavioral Services

9. The WSC monitors **My Dashboard > Consumers > Notes** for notification the BASE was completed. The WSC may need to create more authorizations following the current cost plan processes.

Role: Service Provider, Service Provider Worker

10. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes** for notification the BASE was completed as notification only.


Role: Region Clinical Workstream Lead

11. The Region Clinical Workstream Lead monitors **My Dashboard > Consumers > Notes** for notification the BASE was completed as notification only.

3bii. Consumer Does Not Meet Criteria for Behavioral Services Increase. Additional Documentation Required.

Role: Region Clinical Workstream Worker

1. The regional behavioral analyst will update the BASE form. If the BASE form is not already open, navigate to the consumer's **Forms** tab. Select the **LRC Chair BASE** form from the list. Update the following fields:
 - a. Comments/Justification = enter comments about the missing documentation.
 - b. Status = Pending


 Carrie Abner | **Forms**
Last Updated by jrbuck@apdcares.org at 7/3/2023 2:53:02 PM

File Reports Word Merge

LRC Chair BASE

Consumer Forms

Review *	As Needed	Worker *	Buck, Jennifer	Clear	Details
Review Date *	07/03/2023	Status *	Pending		
Division *	APD	Provider/Program			
Approved By		Approved Date			

Note 

ATTACHMENT E

LRC Chair Review of Behavior Analysis Services Eligibility (BASE Form)

Note: This is only a recommendation of eligibility for behavioral services, not a determination of medical necessity or an approval for the rate, hours or cost plan.

Consumer Name:	
First Name	Carrie
Middle Name	R
Last Name	Abner

Behavioral Services

Check all services for which eligibility was reviewed:

Service(s):	
A. Behavior Analysis Services	<input checked="" type="checkbox"/>
B. Behavior Assistant Services	<input checked="" type="checkbox"/>
C. Life Skills Development 3 (ADT)	<input type="checkbox"/>
D. Life Skills Development 4 (Pre-Voc)	<input type="checkbox"/>
E. Residential Habilitation	<input type="checkbox"/>

Behavior Analysis Services

B *I* U 10pt **A**

Need additional documentation before proceeding

A. Comments / Justification:

2. From the **File** menu, select **Save Forms**.



Note

The regional behavioral analyst can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of BASE forms that are pending additional documentation.

Filter by Filter by Assessment = LRC Chair BASE
Status = Pending.

If additional documentation is never received, the regional behavioral analyst can use this queue to identify BASE forms that need to be closed and marked as complete.

MY DASHBOARD CONSUMERS PROVIDERS CLAIMS SCHEDULER REPORTS

CONSUMERS

Division

My Enrollments

Provider Selections

Notes

PROVIDERS

Ticklers

TASKS

Links

My Management

Current Active Cases

Enrollments

SAN Queue

Pending Assessments Queue

File

Filters

Assessment Begins With LRC Chair BASE AND

Consumer Name +

Search Reset

1 Pending Assessments Queue record(s) returned - now viewing 1 through 1

Consumer Name	Case No	Assessment	Review Date	Rater	Status	<input type="checkbox"/>
Abner, Carrie	59217	LRC Chair BASE	07/03/2023	Buck, Jennifer	Pending	<input type="checkbox"/>

First Previous Records per page 15 Next Last

Behavioral Services

3. Notify the WSC that additional documentation is needed via a note in APD iConnect. This can be completed from the Note icon on the open BASE form. Select the **Note icon** at the top of the BASE form. The Note Details page displays. Update the following fields:
 - a. Cost Plan Review Note = No
 - b. Note Type = Behavioral Services
 - c. Note SubType = BASE – Additional Information Requested
 - d. Status = Pending
 - e. Recipients = WSC, behavior analysis service provider. Both will be monitoring their dashboards working concurrently to get all requested documentation.

The screenshot displays two overlapping windows from the APD iConnect system. The background window is the 'LRC Chair BASE' form, and the foreground window is the 'Note Details' page.

LRC Chair BASE Form Fields:

- Review: AS Needed
- Review Date: 07/03/2023
- Division: APD
- Approved By: [Empty]
- Note: [Icon]

Note Details Page Fields:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/03/2023
- Cost Plan Review Note?: No
- Note Type: Behavioral Services
- Note SubType: BASE - Additional Information Requested
- Description: [Empty]
- Note: [Text Area with a pop-up message: "Additional documentation needed before BASE can be completed. Notifying WSC"]
- Status: Pending
- Date Completed: [Empty]

Attachments Table:

Document	Description	Category	Act
There are no attachments to display			

Recipients Table:

Name	Date Sent	Date Read	Status	Date Signed
Buck, Jennifer	7/3/2023		Unread	

4. From the **File** menu, select **Save and Close Notes**. The page refreshes and you are returned to the BASE form.
5. From the **File** menu, select **Save and Close Form**.

Role: WSC/CDC

6. The WSC monitors **My Dashboard > Consumers > Notes > Pending** for notification the consumer did not meet criteria for an increase and additional documentation is needed.

Behavioral Services

MY DASHBOARD CONSUMERS

CONSUMERS PROVIDERS

Division [v] Ticklers [v]

Notes [v]

Complete	13
Pending	6

- The WSC will select the **Behavioral Services > BASE – Additional Information** note from the list view and review the notes for the requested additional documentation.

opd iConnect Welcome, Jennifer Buck | Notes
7/3/2023 3:22 PM

File Tools

Filters

Status [v] Equal To [v] Pending [v] AND [v] [x]

iConnect ID [v] +

Search Reset

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

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status
59217	Abner, Carrie	Behavioral Services	BASE - Additional Information Requested	07/03/2023		Buck, Jennifer	Pending
59217	Abner, Carrie	LRC Review	BASP Submission	06/20/2023	Revised BASP 6/20/23	Buck, Jennifer	Pending

- The WSC will obtain additional documentation from behavior analysis service provider within 30 days and attach to the existing Behavioral Services > BASE – Additional Information Requested note. Navigate to the consumer **Notes** tab. Select the **Behavioral Services > BASE – Additional Information Requested** note in Pending status. The Note Details page displays. Update the following fields:
 - Program/Provider = enter the name of the WSC’s agency
 - Notes = list the additional documentation that has been attached.
 - Status = Complete
 - Attachments = additional documentation demonstrating how the individual meets eligibility criteria
 - Recipients = regional behavioral analyst

Behavioral Services

opd iConnect

Carrie Abner | Notes
Last Updated by j buck@apdcares.org
at 7/3/2023 3:20:43 PM

File Tools

Note By * Buck, Jennifer

Note Date * 07/03/2023

Program/Provider * 1 CARE LLC Details

Note Type * Behavioral Services

Note Sub-Type BASE - Additional Information Requested

Description

Note

On 7/3/2023 at 3:20 PM, Jennifer Buck wrote:
Additional documentation needed before BASE can be completed. Notifying WSC

New Text

B I U 16px A

providing additional documentation as requested.

Append Text to Note

Status * Complete

Date Completed 07/03/2023

Attachments

Add Attachment

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient: [input] Clear

Name	Date Sent	Date Read	Status	Date Signed	
Buck, Jennifer	07/03/2023		Unread		Remove

- From the **File** menu, select **Save and Close Notes**. Proceed to the [BASE Completed](#) section

Role: Service Provider, Service Provider Worker

- In addition, the behavior analysis service provider monitors **My Dashboard > Consumers > Notes** for notification the consumer did not meet criteria for an increase and additional documentation is needed. The WSC will reach out for follow up.

3biii. Consumer Meets Criteria for Eligibility with a Decrease in Services


Role: Region Clinical Workstream Worker

- The regional behavioral analyst will add the recommendation on the BASE form. If the BASE form is not already open, navigate

Behavioral Services

to the consumer's **Forms** tab. Select the **LRC Chair BASE** form from the list. Update the following fields:

- a. Comments/Justification = enter justification for the behavioral services
- b. Units for the Review Period = enter units
- c. Fading Schedule = enter details if applicable
- d. Eligibility = Eligible
- e. Eligibility/Ineligibility Comments = add additional details if needed
- f. Next Review Date = enter date of next review
- g. LRC Chair or Designee = enter the name of the LRC Chair. This serves as the signature.
- h. Status = Update to Complete

A. Units for the Review Period:	35
A. Fading Schedule:	fading schedule details
A. Eligibility	
<input checked="" type="radio"/> Eligible <input type="radio"/> Ineligible	
A. Eligibility/Ineligibility Comments	eligibility comments
A. Next Review Date:	07/01/2024 
A. LRC Chair or Designee*:	Jennifer Buck, BCBA

2. From the **File** menu, select **Save Forms**, NOT Save and Close Forms.
3. From the open BASE form, the regional behavioral analyst will generate the BASE Word Merge. From the **Word Merge** menu, select the **LRC Chair BASE** word merge.

Behavioral Services

apd iConnect Carrie Abner **Forms**
 Last Updated by jbuck@apdcares.org at 7/18/2023 3:53:46 PM

File Reports Word Merge
LRC Chair BASE LRC Chair BASE

Consumer Forms

Review *	Initial	Worker *	Buck, Jennifer Details
Review Date *	07/18/2023	Status *	Complete
Division *	APD	Provider/Program	
Approved By	Buck, Jennifer Details	Approved Date	07/18/2023
Note			

ATTACHMENT E

LRC Chair Review of Behavior Analysis Services Eligibility (BASE Form)

Note: This is only a recommendation of eligibility for behavioral services, not a determination of medical necessity or a approval for the rate, hours or cost plan.

- The Word Merge preview window displays. Select **Save to Note**.

apd iConnect Carrie Abner | **LRC Chair BASE**
 7/3/2023 2:54 PM

File

Preview (read-only)
This is a preview of your merge document and is not editable.

Generate Merge Document
 Click the "Open Document" button to open the Merge Document for editing.
[Open Document](#)

Save to Note
 If no changes have been made to the Merge Document, click "Save to Note". The current word merge template will be uploaded to a note record with the merge fields populated.
[Save to Note](#)

Upload and Save to Note
 If changes were made to the Merge Document, click "Upload and Save to Note" to select the saved file and upload that document to a note record. Don't forget to delete the saved document after you have attached it to the note record.
[Upload and Save to Note](#)

LRC Chair Review of Behavior Analysis Services Eligibility

Recipient:	Carrie Abner	Review Date:	07/03/2023
Support Coordinator:	Monica Reed	LRC Chair or Designee*:	Jennifer Buck

Reviewed Services

Behavior Services:

- Behavior Analysis
- Behavior Assistant

Life Skills Development 3 (ADT):

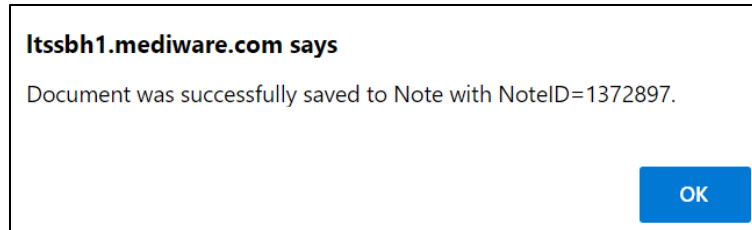
- 1:5 Ratio
- 1:3 Ratio
- 1:1 Ratio

Life Skills Development 4 (Pre-Voc):

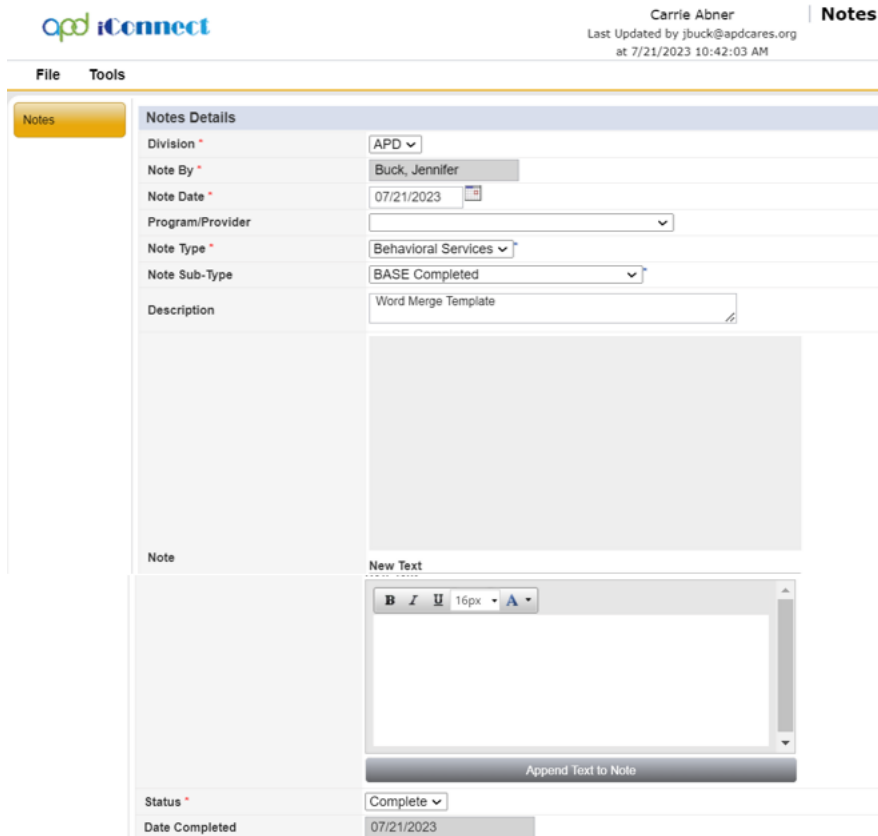
- 1:5 Ratio
- 1:3 Ratio

- A notification message displays confirming the LRC Chair BASE Word Merge was saved to a note. Click **Okay**.

Behavioral Services



6. The Note Details page displays. Notify the WSC that the consumer meets criteria for behavioral services eligibility. Update the following fields:
 - a. Division = select APD
 - b. Note Type = Update to Behavioral Services
 - c. Note SubType = BASE Completed
 - d. Description = defaults to Word Merge Template. Update if desired.
 - e. Note = optional
 - f. Status = Complete
 - g. Attachment = signed BASE
 - h. Recipients = WSC, behavior analysis service provider, Region Waiver Workstream Worker, Region Clinical Workstream Lead



opd iConnect Carrie Abner
Last Updated by j buck@apdcares.org
at 7/21/2023 10:42:03 AM **Notes**

File Tools

Notes

Notes Details

Division * APD

Note By * Buck, Jennifer

Note Date * 07/21/2023

Program/Provider

Note Type * Behavioral Services

Note Sub-Type BASE Completed

Description Word Merge Template

Note

New Text

B I U 16px A

Append Text to Note

Status * Complete

Date Completed 07/21/2023

7. From the **File** menu, select **Save and Close Notes**.

Behavioral Services

- For more detailed general Word Merge instruction, see the [As Needed: Word Merges](#) section.

Role: WSC/CDC

- The WSC monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASE was completed and a decrease in services is needed. The WSC will work with the Region Waiver Workstream Worker to determine how the services will be reduced. The WSC will go through the cost plan review process to adjust the services.

The screenshot shows the iConnect system interface. At the top, there is a navigation bar with the iConnect logo on the left and the user name 'Welcome, Jennifer Buck' and 'Notes' on the right. Below the navigation bar, there are 'File' and 'Tools' tabs. A search filter is applied, showing 'Status: Complete' and 'AND' logic. Below the filter, there is a table of notes. The table has columns for IConnect ID, Consumer, Note Type, Note Sub Type, Note Date, Subject, Author, and Status. Two records are visible in the table.

IConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status	
59217	Abner, Carrie	Behavioral Services	BASE Completed	07/03/2023		Buck, Jennifer	Complete	<input type="checkbox"/>
59217	Abner, Carrie	Behavioral Services	BASE Request	07/03/2023		Buck, Jennifer	Complete	<input type="checkbox"/>

Role: Regional Waiver Workstream Worker

- The Region Waiver Workstream Worker monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASE was completed, and services will be reduced.

Role: Service Provider

- The behavior analysis service provider monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASE was completed with a decrease in services as notification only.

4. Completion of Behavior Analysis Service Quarterly Report (BASQR) Process

The BASQR completion process includes the following steps:

1. The behavior analysis service provider has added data to their data system to produce behavior analysis graphs and data tables for the consumer.
2. The behavior analysis service provider completes the Quarterly Summary behavior analysis service provider documentation requirement.
3. The behavior analysis service provider completes the BASQR form in APD iConnect, pulling data from the BASP and attaching graphs and tables into the form via a note.
4. The behavior analysis service provider notifies the WSC the BASQR has been completed via a note in APD iConnect.
5. Copy Shared Response and Duplicate Assessment functionality can be used to make this process more efficient.
 - a. The first BASQR must pull from BASP.
 - b. All subsequent BASQRs must pull from the previous BASQR, unless:
 - c. A BASP update has occurred since the previous BASQR was written.

1st Quarter BASQR

Role: Service Provider, Service Provider Worker

1. The behavior analysis service provider enters behavior analysis assessment data into the data system outside of APD iConnect. The data systems for the behavior analysis service providers will produce the graphs and tables of data for the consumers. These graphs and tables will be saved as PDF documents and attached to a note from the BASQR form in APD iConnect.
2. Quarterly, the behavior analysis service provider will complete the BASQR form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the **File** menu, select **Add Form**. The Form Details page displays. Select **Behavior Analysis Service Quarterly Report (BASQR)** from the list. Update the following fields:
 - a. Review = select Quarterly
 - b. Review Date = defaults to today
 - c. Division = defaults to APD
 - d. Worker = pre-populated with your name
 - e. Status = defaults to Draft. It will be changed to Complete later in the workflow.

Behavioral Services

- f. Provider/Program = enter the behavior analysis service provider's agency
3. For the 1st quarter BASQR, copy the responses to the maladaptive behaviors and replacement behavior questions from the BASP to the BASQR. From the **File** menu, select **Copy Shared Response**.

The screenshot shows the iConnect software interface. At the top left is the iConnect logo. At the top right, it says 'Carrie Abner | Forms' and '7/3/2023 3:51 PM'. Below the header is a 'File' menu with the following options: Copy Shared Response (highlighted in yellow), Spell Check, Save Forms, Save and Close Forms, Copy From Previous, Print, and Close Forms. The main form area is titled 'Behavior Analysis Service Quarterly Report (BASQR)'. It has a dropdown menu for the report type. Below that are fields for Worker (Buck, Jennifer), Status (Draft), and Provider/Program (ABA SOLUTIONS, INC.). There is also an 'Approved Date' field. At the bottom of the form area, there is a blue bar with the text 'Behavior Analysis Service Quarterly Report'.

4. Select the most recent **Behavior Analysis Services Plan** from the list. The page refreshes and you are returned to the BASQR form. The responses for the maladaptive and replacement behavior questions from the BASP will be populated on the BASQR.

The screenshot shows the iConnect software interface. At the top left is the iConnect logo. At the top right, it says 'Carrie Abner | Assessments with Shared Responses' and '7/3/2023 3:59 PM'. Below the header is a 'File' menu. Below that is a 'Filters' section with a 'Search' button and a 'Reset' button. Below the filters, it says '8 Assessments with Shared Responses record(s) returned - now viewing 1 through 8'. Below that is a table with the following data:

Form Name	Review	Review Date	Rater
Functional Behavioral Assessment	As Needed	07/03/2023	Buck, Jennifer
Behavior Analysis Services Plan	Initial	07/03/2023	Buck, Jennifer



Note

All 15 Maladaptive Behavior and Replacement Behavior questions are exposed by default. After using Copy Shared Response, some may still be blank (e.g. if only 12 of the 15 behavior questions were answered, 3 will be blank.) The behavior analysis service provider can keep these blank fields exposed and just scroll down to the next applicable question or use the “Hide Maladaptive Behavior....” and “Hide Replacement Behavior....” Questions to hide the blank questions on the form.

Hide Maladaptive Behavior 4?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Hide Maladaptive Behavior 5?	<input type="radio"/> Yes <input type="radio"/> No
Maladaptive Behavior 5. Target Topography:	<input type="text"/>
Maladaptive Behavior 5. Target Definition:	<input type="text"/>
<small>1000 characters remaining</small>	
Maladaptive Behavior 5. Baseline Start Date:	<input type="text"/>
Maladaptive Behavior 5. Baseline End Date:	<input type="text"/>
Maladaptive Behavior 5. Average Baseline Number:	<input type="text"/>
Maladaptive Behavior 5. Type of Measure:	<input type="text"/>

- Complete the remaining questions in the form including the **Plan or Recommendation for the Next Quarter**.

Plan or Recommendation for Next Quarter

<p style="font-size: small; color: #00a0e3;">Based on data analysis and review, what are the recommended actions for next quarter?</p>	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="font-size: x-small; margin-bottom: 5px;"> Continue Program Revise Program Discuss With LRC Chair Fade Behavior Analyst Fade Behavior Assistant Discontinue Program Refer for Medical or Other Consultation </div> <div style="border: 1px solid #ccc; height: 100px;"></div> </div>
<p style="font-size: x-small; color: #00a0e3;">Please provide additional information regarding selections above (required for consultations or if you selected Other)</p>	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="font-size: x-small; margin-bottom: 5px;"> B <i>I</i> <u>U</u> 16px A </div> <div style="border: 1px solid #ccc; height: 100px;"></div> </div>

- From the **File** menu, select **Save Form**.
- Graphs must also be added to the BASQR form. This is done from the **Note icon** in the header of the form.



Note

The form must be saved, at least one, to display the Note icon. Save the form by selecting the **File** menu, then select **Save Form**.

8. Click the **Note icon**. The Note Details page displays. Update the following fields:
 - a. Cost Plan Review Note = No
 - b. Note Type = Behavioral Services
 - c. Note Sub Type = BASQR
 - d. Description = Type of graph + time period it covers (e.g. BASQR May – June 2023)
 - e. Notes = any additional details about the attached graphs
 - f. Status = Complete
 - g. Attachment = search for and select the document saved on your device.
 - i. Description = Once the document is selected, within the attachment window, add a Description of the attachment as sometimes the file name is cryptic and not easy to identify what the attachment contains.

9. From the **File** menu, select **Save and Close Notes**.

Behavioral Services

The screenshot displays the APD iConnect interface. On the left, the 'Behavior Analysis Service Quarterly' form is visible, with fields for Review (Quarterly), Review Date (07/19/2023), Division (APD), and Approved By. The main area shows the 'Notes' tab with the following details:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/21/2023
- Cost Plan Review Note?: No
- Note Type: Behavioral Services
- Note Sub Type: BASQR
- Description: BASQR May - June 2023
- Note: BASQR graphs attached
- Status: Complete
- Date Completed: 07/21/2023

10. The page refreshes and you're returned to the BASQR form.
11. Once all questions are answered and graphs attached as a Note, change the status of the form to **Complete**.
12. From the **File** menu, select **Save and Close Form**.
13. The behavior analysis service provider notifies the WSC when the BASQR is complete through a note in APD iConnect. Navigate to the consumer's **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - a. Program/Provider = enter the name of the behavior analysis service provider's agency
 - b. Note Type = Behavioral Services
 - c. Note Sub Type = BASQR Completed
 - d. Description = Quarter #
 - e. Notes = any additional details as needed
 - f. Status = Complete
 - g. Note Recipient = WSC

Behavioral Services

The screenshot shows the iConnect Notes interface. At the top, the logo 'iConnect' is on the left, and 'Carrie Abner | Notes' and '7/3/2023 4:12 PM' are on the right. Below the header is a menu bar with 'File' and 'Tools'. The main content area is titled 'Notes Details' and contains the following fields:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/03/2023
- Program/Provider: ABA SOLUTIONS, INC. (with a 'Details' link)
- Note Type: Behavioral Services
- Note Sub-Type: BASQR Completed
- Description: Quarter 2
- Note: A rich text editor containing the text 'BASQR completed and graphs attached'.
- Status: Complete
- Date Completed: 07/03/2023

Below the 'Notes Details' section is an 'Attachments' section with an 'Add Attachment' button. Below that is a table with columns 'Document', 'Description', 'Category', and 'Action'. A message below the table states 'There are no attachments to display'. Below the table is a 'Note Recipients' section with an 'Add Note Recipient' button and a 'Clear' button. At the bottom is a table with columns 'Name', 'Date Sent', 'Date Read', 'Status', 'Date Signed', and 'Action'.

Name	Date Sent	Date Read	Status	Date Signed	Action
Buck, Jennifer	7/3/2023		Unread		Remove

14. From the **File** menu, select **Save and Close Notes**.

15. The behavior analysis service provider also adds a quarterly Provider Documentation record. Navigate to the consumers record and click the **Provider Documentation** tab > click **File > Add Provider Documentation**. Enter the documentation record according to current processes.

Role: WSC/CDC

16. The WSC monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASQR was completed. The WSC reviews the **Behavioral Services > BASQR Completed note & BASQR form** as part of routine monitoring of services for the individual.

2nd Quarter BASQR

Role: Service Provider, Service Provider Worker

1. This process is repeated quarterly. For the second quarter, use the **Duplicate Assessment** feature. This will copy the responses from the 1st quarter BASQR to a new version of the

Behavioral Services

form, which will be updated for the 2nd quarter BASQR. From the consumer's **Forms tab**, select the completed **BASQR form** from the 1st quarter. From the **File** menu, select **Duplicate Assessment**.

The screenshot shows the iConnect web application interface. At the top, the logo 'iConnect' is on the left, and the user 'Carrie Abner' is on the right, with a 'Forms' button. Below the header, a 'File' menu is open, highlighting the 'Duplicate Assessment' option. The main content area displays a 'Behavior Analysis Service Quarterly Report (BASQR)' form. The form includes fields for 'Worker' (Buck, Jennifer), 'Status' (Complete), 'Provider/Program' (ABA SOLUTIONS, INC.), and 'Approved Date' (07/19/2023). Below the form, there is a section for 'Behavior Analysis Service Provider Information' with fields for 'Summary Period (Quarter by Support plan):' (2nd Quarter) and 'Date of current Behavior Plan' (07/03/2023).

2. The page refreshes and a new BASQR form displays. Update the following fields:
 - a. Summary Period = 2nd Quarter
 - b. Update or inactivate Maladaptive Behaviors as applicable
 - c. Update or inactivate Replacement Behaviors as applicable
 - d. Update any additional fields to represent the consumer's status this quarter.
 - e. Update the Plan of Recommendation for Next Quarter section.
3. From the **File** menu, select **Save Form**.
4. Graphs must also be added to the BASQR form before it can be completed and the WSC must be notified of the BASQR form completion. Repeat steps 7 – 16 in the [1st Quarter BASQR section](#).

3rd Quarter BASQR

Role: Service Provider, Service Provider Worker

1. For the 3rd quarter/annual, use the **Duplicate Assessment** feature again. This will copy the responses from the 2nd quarter BASQR to a new version of the form, which will be updated for the 3rd quarter/annual BASQR. From the consumer's **Forms tab**, select the completed **BASQR form** from the 2nd quarter.

Behavioral Services

From the **File** menu, select **Duplicate Assessment**.

The screenshot shows the iConnect software interface. At the top, the logo 'iConnect' is on the left, and 'Carrie Abner' and 'Last Updated by jbuck@apdcares.org at 7/19/2023 11:26:53 AM' are on the right. A 'Forms' button is also visible. The 'File' menu is open, with 'Duplicate Assessment' highlighted in yellow. The main form is titled 'Behavior Analysis Service Quarterly Report (BASQR)'. It contains several fields: 'Worker *' (Buck, Jennifer), 'Status *' (Complete), 'Provider/Program *' (ABA SOLUTIONS, INC.), and 'Approved Date' (07/19/2023). Below the form, there is a section for 'Behavior Analysis Service Provider Information' with fields for 'Summary Period (Quarter by Support plan):' (2nd Quarter) and 'Date of current Behavior Plan' (07/03/2023).

2. The page refreshes and a new BASQR form displays. Update the following fields:
 - a. Summary Period = 3rd Quarter
 - b. Update or inactivate Maladaptive Behaviors as applicable
 - c. Update or inactivate Replacement Behaviors as applicable
 - d. Update any additional fields to represent the consumer's status this quarter.
 - e. Update the Plan of Recommendation for Next Quarter section.
3. From the **File** menu, select **Save Form**.
4. Graphs must also be added to the BASQR form before it can be completed and the WSC must be notified of the BASQR form completion. Repeat steps 7 – 16 in the [1st Quarter BASQR section](#).
5. During the 3rd quarter/annual BASQR, a new BASP must also be completed. Use the Duplicate Assessment and Copy Shared Response functionality to create the new BASP. From the consumer's **Forms tab**, select the most recent **BASP form**.
6. From the **File** menu, select **Duplicate Assessment**. The page refreshes and a new BASP form displays. Update the following fields in the header:
 - a. Review = Update to Annual
 - b. Review Date = defaults to today
 - c. Provider/Program = defaults to the behavior analysis service provider

Behavioral Services

- From the **File** menu, select **Save Form**.
- Now update this new BASP form with the most recent Maladaptive and Replacement Behavior updates from the 3rd Quarter BASQR using the Copy Shared Response feature. From the open BASP form, from the **File** menu, select **Copy Shared Response**.

The screenshot shows the iConnect software interface. A 'File' menu is open on the left, with 'Copy Shared Response' highlighted. The main window displays a 'Behavior Analysis Services Plan' form. Fields visible include 'Worker' (Buck, Jennifer), 'Status' (Draft), and 'Provider/Program' (ABA SOLUTIONS, INC.).

- Select the most recent 3rd quarter BASQR form from the Assessments with Shared Responses list.

The screenshot shows the 'Assessments with Shared Responses' list in iConnect. The list has columns for 'Form Name', 'Review', 'Review Date', and 'Rater'. The 'Behavior Analysis Services Plan' row is selected.

Form Name	Review	Review Date	Rater
Behavior Analysis Service Quarterly Report (BASQR)	Quarterly	07/19/2023	Buck, Jennifer
Behavior Analysis Service Quarterly Report (BASQR)	Quarterly	07/19/2023	Buck, Jennifer
Behavior Analysis Services Plan	Initial	07/03/2023	Buck, Jennifer

- The page refreshes and you are returned to the BASP. The Maladaptive and Replacement Behavior responses from the 3rd Quarter BASQR have updated the Maladaptive and Replacement Behavior responses on this year's BASP. Update the remaining fields in the form as applicable. For example:
 - Plan Type = change to Update with revision(s)
 - Date of Plan = update the date
- Graphs must also be added to the BASP form. This is done from the **Note icon** in the header of the form.

The screenshot shows the 'Consumer Forms' section of the iConnect software interface. Fields include 'Review' (As Needed), 'Review Date' (07/03/2023), and 'Division' (APD). A 'Note' icon is visible in the header.



Note

The form must be saved, at least one, to display the Note icon. Save the form by selecting the **File** menu, then select **Save Form**.

12. Click the **Note icon**. The Note Details page displays. Update the following fields:
- a. Cost Plan Review Note = No
 - b. Note Type = Behavioral Services
 - c. Note Sub Type = BASP
 - d. Description = Type of graph + time period it covers (e.g. BASP graph May – June 2024)
 - e. Notes = any additional details about the attached graphs
 - f. Status = Complete
 - g. Attachment = search for and select the document saved on your device.
 - i. Description = Once the document is selected, within the attachment window, add a Description of the attachment as sometimes the file name is cryptic and not easy to identify what the attachment contains.

The screenshot shows a form with the following fields and options:

- File:** A text box containing "20220901_APDF...g-Guide-V1.docx" with a "Choose File" button to its left.
- File Name:** Two radio button options: "from uploaded file" (selected) and "create new" (unselected). A text box is next to the "create new" option.
- Description:** A text box containing "Target behavior 1 graph".
- Category:** A dropdown menu with a downward arrow.
- Buttons:** "Upload" and "Upload and Add Another".
- Note:** A red text note at the bottom: "Note: Maximum size for attachment is set to 18.46 MBytes."



Note

iConnect is an encrypted system and providers should not password protect documents when uploading into the system. Password protecting them results in APD not being able to open the documents and then the provider will need to be contacted and asked to resubmit the documentation.

Behavioral Services

The screenshot shows the iConnect web application interface. At the top, the iConnect logo is on the left, and the user name 'Carrie Abner' and 'Forms' are on the right. Below the header is a 'File' menu. The main content area is titled 'Behavior Analysis Services Plan'. Under 'Consumer Forms', there are fields for 'Review' (Initial), 'Review Date' (07/03/2023), 'Division' (APD), 'Worker' (Buck, Jennifer), 'Status' (Draft), and 'Provider/Program' (ABA SOLUTIONS, INC.). A 'Notes' modal window is open in the foreground, showing a form for adding a note. The note fields include 'Division' (APD), 'Note By' (Buck, Jennifer), 'Note Date' (07/03/2023), 'Cost Plan Review Note?' (No), 'Note Type' (Behavioral Services), and 'Note SubType' (BASP). The description field contains 'BASP Graph May - June 2023' and a text area with 'BASP Graphs attached'. The note status is set to 'Complete' and the date completed is '07/03/2023'. The background form has several sections with checkboxes and text input fields, including 'Plan type', 'Date of Plan', 'Consumer's First Name', 'Consumer's Last Name', 'Author1 (Name and Credentials)', and 'Medical Rule-Out Status'.

13. From the **File** menu, select **Save and Close Notes**.
14. The page refreshes and you're returned to the BASP form.
15. Once all questions are answered and graphs attached as a Note, change the status of the form to Complete.
16. From the **File** menu, select **Save and Close Form**.
17. Proceed to the [BASP Completion section](#).

5. Report Use of Reactive Strategies

Any provider who uses reactive strategies is required to complete the Reactive Strategies Form in APD iConnect. Reporting the use of Reactive Strategies includes the following steps:

1. The behavioral provider uses one or more reactive strategies during a single event.
2. The behavioral provider completes the Reactive Strategies form in APD iConnect.
3. The regional senior behavior analyst or
4. designee runs a report to identify events that require follow up.

Role: Service Provider, Service Provider Worker

1. The behavioral provider uses one or more reactive strategies during a single event.
2. The behavioral provider will complete the Reactive Strategies form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select the **“Reactive Strategies Form”** The Form Details page displays. Update the following fields:
 - a. Review = select As Needed
 - b. Review Date = defaults to today
 - c. Division = defaults to APD
 - d. Worker = pre-populated with your name
 - e. Status = defaults to Draft. Once all questions are answered, change to Complete.
 - f. Provider/Program = enter the name of the behavioral provider’s agency
3. Complete the questions in the form. When all questions are answered, change the form status to Complete.

Behavioral Services

The screenshot shows the iConnect interface for a 'Reactive Strategies Form'. At the top, the iConnect logo is on the left, and 'Carrie Abner | Forms' and '7/3/2023 4:13 PM' are on the right. Below the header is a 'File' menu. The main content area is titled 'Please Select Type: Reactive Strategies Form.' and contains a 'Consumer Forms' section with fields for Review (As Needed), Review Date (07/03/2023), Division (APD), Approved By (Buck, Jennifer), Worker (Buck, Jennifer), Status (Complete), and Provider/Program (ABA SOLUTIONS, INC.). Below this is the 'REACTIVE STRATEGIES FORM' section with fields for Event Date (06/29/2023), County (LEON), Provider Name (Dr. Giggles), Site Name (ABA Solutions SouthWest), Facility Type (Behavior Focused (BF) Designated Group Hon), Emergency Procedures Curriculum (TEAM), and Label the Behavior (Property Destruction - Any behavior engaged in).

4. From the **File** menu, select **Save and Close Form**.



Note

If more than one reactive strategy needs to be reported, for example, the same reactive strategy is used multiple days in a row, the Duplicate Assessment functionality can be used. With the completed Reactive Strategies form open, from the **File** menu, select **Duplicate Assessment**. The page refreshes and a new, editable version of the Reactive Strategies form displays. Update the fields as applicable and save the form with a status of complete.

This screenshot shows the iConnect interface with the 'File' menu open. The 'Duplicate Assessment' option is highlighted in yellow. The background shows the same 'Reactive Strategies Form' as in the previous screenshot, but with a 'History' section at the top and a 'Note' field below the form. The 'File' menu options include History, Duplicate Assessment, Reverse Status, Print, and Close Forms. The form fields are partially visible behind the menu.

5. The behavioral provider does not need to notify the Regional Senior Behavior Analyst or designee because the Provider Reactive Strategies report run at least monthly, will capture the detail added by the behavioral provider on the Reactive Strategies form. Events requiring follow up are addressed in the [Reactive Strategies Event Review and Follow Up](#) section.

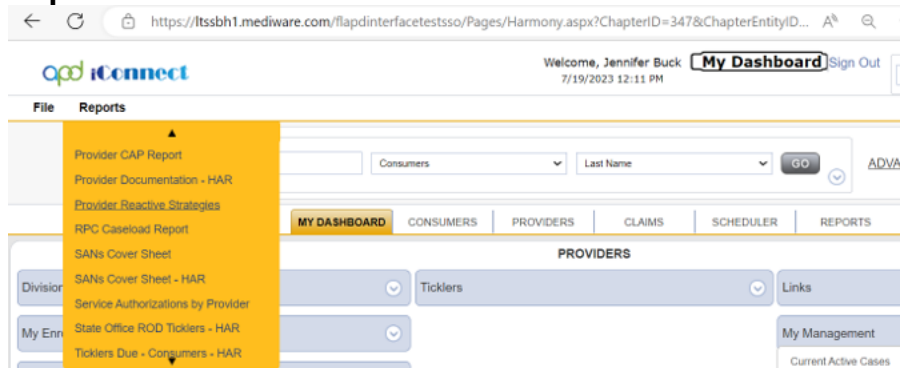
6. Reactive Strategies Event Review and Follow Up

The Reactive Strategies Event Review and Follow Up process includes the following steps:

1. The regional senior behavior analyst or designee runs the Provider Reactive Strategies report to identify events that require follow up.
2. The regional senior behavior analyst communicates with the behavioral provider via a note if a correction is needed.
3. The regional senior behavior analyst communicates with the behavioral provider via a note or meeting to obtain the information needed to complete the follow up.
4. The regional senior behavior analyst or designee completes the follow up section on the Reactive Strategies form.

Role = Region Clinical Workstream Worker

1. The regional senior behavior analyst or designee runs the Provider Reactive Strategies report to identify events that require follow up. This report is located on **My Dashboard > Reports**.



2. The regional senior behavior analyst or designee will review the report and determine if corrections or follow up is needed. (e.g. injury, death or duration exceeding 60 minutes) This report does not include data entered today.
3. If follow up is NOT needed, and corrections are NOT needed the process ends, otherwise proceed to the [Corrections Required](#) or [Follow Up Required](#) section.

6a. Corrections Required

Role = Region Clinical Workstream Worker

1. The regional senior behavior analyst or designee may identify corrections that needs to be made on the Reactive Strategy

Behavioral Services

form. The regional senior behavior analyst will reverse the status of the Reactive Strategies form so the behavioral provider can make the corrections. Navigate to the consumers record and select the **Forms** tab. From the forms list view, select the **Reactive Strategies** form. The Form Details page displays. From the **File** menu, select **Reverse Status** so the form can be updated. Update the following fields:

- Follow up Completed? = Yes
- Follow-up Event Date = enter date
- Actions Needed for Follow-Up = Request revision/update to report
- Follow up Comments = enter if needed
- Follow Up Completed By = search for an select your name
- Assessor/Worker = change to self, at the top of the page. This will allow you to find the form in the Pending Assessments Queue.
- Status = Pending

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Follow-up Completed?	Yes				
Follow-up Event Date	07/19/2023				
Actions Needed for Follow-Up	<div style="display: flex;"><div style="border: 1px solid gray; padding: 2px;"><p>Request additional information (consumer-spec</p><p>Request additional information (provider-specifi</p><p>Recommend review of individual's service need</p><p>Recommend provider training</p><p>Require LRC review (BASP or data review)</p><p>Refer event to MCM</p><p>Refer event to OI Stream</p></div><div style="border: 1px solid gray; padding: 2px; margin-left: 5px;"><p>Request revision/update to report</p></div></div>				
Follow-Up Comments	asked provider to update the form				
Follow-Up Completed By:	<div style="border: 1px solid gray; padding: 2px;"><p>1 Worker record(s) returned - now viewing 1 through 1</p><table border="1" style="width: 100%;"><thead><tr><th>Name</th><th>ID</th></tr></thead><tbody><tr><td>Buck, Jennifer</td><td>2486</td></tr></tbody></table><p style="text-align: center;">Search</p></div>	Name	ID	Buck, Jennifer	2486
Name	ID				
Buck, Jennifer	2486				

- From the **File** menu, select **Save Forms, NOT Save and Close Forms.**



Note

The regional senior behavior analyst can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of Reactive Strategy forms that require corrections.

Filter by Filter by Assessment = Reactive Strategies
Status = Pending.

MY DASHBOARD CONSUMERS PROVIDERS CLAIMS SCHEDULER REPORTS

CONSUMERS	PROVIDERS	TASKS
Enrollments	Ticklers	Links
Provider Selections		My Management
Assessments		Current Active Cases
		Enrollments
		SAN Queue
		Pending Assessments Queue

Behavioral Services

The screenshot shows the APD iConnect interface. At the top, it says "Welcome, Jennifer Buck" and "7/3/2023 4:21 PM". The page title is "Pending Assessments Queue". Below the header, there is a "File" menu and a "Filters" section. The filters include "Assessment" (set to "Reactive Strategies Form."), "Begins With", and "Consumer Name". There are "Search" and "Reset" buttons. Below the filters, it says "1 Pending Assessments Queue record(s) returned - now viewing 1 through 1". A table displays the record:

Consumer Name	Case No	Assessment	Review Date	Rater	Status	
Abner, Carrie	59217	Reactive Strategies Form.	06/21/2023	Buck, Jennifer	Pending	<input type="checkbox"/>

At the bottom of the table, there are navigation buttons: "First", "Previous", "Records per page: 15", "Next", and "Last".

- The regional senior behavior analyst or designee will communicate the correction needs to the behavioral provider via a note in APD iConnect. This is done from the **Note icon** in the header of the form.

The screenshot shows the "Consumer Forms" section. It includes the following fields:

- Review * (dropdown menu set to "As Needed")
- Review Date * (calendar icon, date: 07/03/2023)
- Division * (dropdown menu set to "APD")
- Approved By (text input field)
- Note (text input field with a yellow sticky note icon)



Note

The form must be saved, at least one, to display the Note icon. Save the form by selecting the **File** menu, then select **Save Form**.

- Click the **Note icon**. The Note Details page displays. Update the following fields:
 - Cost Plan Review Note = No
 - Note Type = Reactive Strategies
 - Note Subtype = Required Follow-up
 - Description = Revision Requested
 - Note = list the corrections that need to be made
 - Status = Pending
 - Recipient = behavioral provider
- From the **File** menu, select **Save and Close Notes**.
- The page refreshes and you're returned to the Reactive Strategies Form. From the **File** menu, select **Save and Close Forms**. The form status will be changed to complete later in the workflow.

Behavioral Services

Reactive Strategies Form 6/1/2023

Consumer Forms

Review * [As Needed v]

Review Date * [07/19/2023]

Division * [APD v]

Approved By

Note

RE

Event Date * [07/04/2023]

County (where occurred) * [LEON]

Provider Name * [Dr. Giggles]

Site Name * [Dorothy B...]

Facility Type * [Standard C...]

Emergency Procedures Curriculum * [CPAM]

Label the Behavior * [Physical A...]

This consu...

Notes

Division * [APD v]

Note By * [Buck, Jennifer v]

Note Date * [07/21/2023]

Cost Plan Review Note? * [No v]

Note Type * [Reactive Strategies v]

Note Sub Type * [Required Follow Up v]

Description

Note

Status * [Pending v]

Date Completed

Role = Service Provider, Service Provider Worker

- The behavioral provider monitors **My Dashboard > Consumers > Notes > Pending** for incoming notes.

MY DASHBOARD CONSUMERS

CONSUMERS

Division [v]

Notes [v]

Complete 13

Pending 6

- The behavioral provider will select the **Reactive Strategies > Required Follow Up** note from the list view and review the notes for the requested corrections.

Filters

Status [v] Equal To [v] Pending [v] AND [v]

iConnect ID [v] +

Search Reset

7 Notes record(s) returned - now viewing 1 through 7

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status
59217	Abner, Carrie	LRC Review	BASP Submission	07/03/2023	BASP Revision 7/3/23	Buck, Jennifer	Pending
59217	Abner, Carrie	Behavioral Services	BASE - Additional Information Requested	07/03/2023		Buck, Jennifer	Pending
59217	Abner, Carrie	Reactive Strategies	Required Follow Up	07/03/2023	Revision Requested	Buck, Jennifer	Pending

- Navigate to the consumers record and select the **Forms** tab. From the forms list view, select the **Reactive Strategies** form in Pending status. The Form Details page displays. Update the following:
 - Questions on the form that need to be corrected per instruction in the Reactive Strategies Required Follow-up note.

Behavioral Services

- b. In the Header, keep the status as Pending.

The screenshot shows the iConnect system interface. At the top left is the iConnect logo. At the top right, it says "Carrie Abner" and "Last Updated by j.buck@apdcares.org at 7/3/2023 4:40:04 PM". Below this is a "Forms" tab. The main header area shows "File" and "Reactive Strategies Form 6/1/2023" with a link icon. Below the header is a "Consumer Forms" section with the following fields: Review (As Needed), Review Date (07/03/2023), Division (APD), Approved By (empty), Note (with a note icon), Worker (Buck, Jennifer), Status (Pending), and Provider/Program (ABA SOLUTIONS, INC.). Below this is a blue bar with the text "REACTIVE STRATEGIES FORM". Underneath are more fields: Event Date (06/29/2023), County (where occurred) (LEON), Provider Name (Dr. Giggles), and Site Name (ABA Solutions SouthWest). A "77 characters remaining" indicator is visible next to the Site Name field.

10. From the **File** menu, select **Save Form, NOT Save and Close Forms**.

11. The behavioral provider will notify the regional senior behavior analyst or designee the corrections have been made by replying to the existing Reactive Strategies note. This is done from the **Note icon** in the header of the form.

This screenshot shows a close-up of the "Consumer Forms" section. It includes the following fields: Review (As Needed), Review Date (07/03/2023), Division (APD), Approved By (empty), and Note (with a note icon).

12. Click the **Note icon**. The Note Details page displays. Update the following fields:
- Note = details on the corrections that were made. Click **Append Text to Note**.
 - Status = Complete
 - Recipient = regional senior behavior analyst

File **Tools**

Notes

Division * APD

Note By * Buck, Jennifer

Note Date * 07/21/2023

Cost Plan Review Note? * No

Note Type * Reactive Strategies

Note Sub Type Required Follow Up

Description Revision Requested

On 7/21/2023 at 3:18 PM, Jennifer Buck wrote:
 Please make the following updates.
 1.
 2.
 3.

Note **New Text**
 Corrections have been made
 Append Text to Note

Status * Complete

Date Completed 07/21/2023

13. From the **File** menu, select **Save and Close Notes**.

14. The page refreshes and you're returned to the Reactive Strategies Form. From the **File** menu, select **Save and Close Forms**. Keep the form in Pending status. The form status will be changed to complete later in the workflow.

Role = Region Clinical Workstream Worker

15. The regional senior behavior analyst or designee will monitor **My Dashboard > Consumers > Notes > Complete** for incoming notes as notification the Reactive Strategies form has been corrected.

CONSUMERS		PROVIDERS
Division		Ticklers
Notes		
Complete	13	
Pending	6	

16. The regional senior behavior analyst or designee will select the **Reactive Strategies > Required Follow Up** note from the list view and review the notes that the corrections have been made.

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Description	Author	Status
59217	Abner, Carrie	Supported Employment	EEP Referral	03/21/2023	New EEP Referral	Buck, Jennifer	Complete
59217	Abner, Carrie	Reactive Strategies	Required Follow Up	07/03/2023	Revision Requested	Buck, Jennifer	Complete

Note



The **Provider Reactive Strategies Report** can be used to monitor follow up actions by the provider in bulk.

17. The regional senior behavior analyst or designee will review the form to determine if the revisions were sufficient. If they were sufficient, the follow up section at the bottom of the Reactive Strategies form is completed. If they were not sufficient, repeat steps 3 - 14 to create a new note for the behavioral provider and repeat the correction process.
18. If corrections have been made, navigate to the consumers record and select the **Forms** tab. From the forms list view, select the **Reactive Strategies** form in Pending status. The Form Details page displays. Update the following:
- APD Follow Up Completed = Yes
 - Follow-up Event Date = select the date
 - Actions Needed for Follow-Up = select one or more actions
 - Follow-Up Comments = enter comments
 - Follow-Up By = enter name
 - In the Header, change the status to Complete

Behavioral Services

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Follow-up Completed?

Follow-up Event Date

Actions Needed for Follow-Up

- Request additional information (consumer-spec)
- Request additional information (provider-specif
- Recommend review of individual's service need
- Require LRC review (BASP or data review)
- Refer event to MCM
- Refer event to Qi Stream
- Refer event to State Office

Follow-Up Comments

provider completed corrections

1 Worker record(s) returned - now viewing 1 through 1

Name	ID
Buck, Jennifer	2486

Follow-Up Completed By:

Search

19. From the **File** menu, select **Save and Close Form**.

6b. Follow Up Required

The regional senior behavior analyst or designee will review the Provider Reactive Strategies report and determine if follow up is needed. Follow up information may be obtained through a note with the behavioral provider in APD iConnect or a meeting may need to be scheduled. This meeting is usually held during the LRC General Session but will be scheduled on alternate dates as needed.

Role = Region Clinical Workstream Worker

1. For events that require follow up, the regional senior behavior analyst or designee will document the follow up actions on the Reactive Strategies form. The regional senior behavior analyst will first have to reverse the status of the form before edits can be made. Navigate to the consumer's record and select the **Forms** tab. Select the completed **Reactive Strategies Form** from the list. From the **File** menu, select **Reverse Status**. The status of the form changes from Complete to Pending.
2. Update the following fields:
 - a. Follow up Completed? = Yes
 - b. Follow-up Event Date = enter date
 - c. Actions Needed for Follow-Up = Request revision/update to report
 - d. Follow up Comments = enter if needed
 - e. Follow Up Completed By = search for and select your name.
 - f. Assessor/Worker = change to self, at the top of the page. This will allow you to find the form in the Pending Assessments Queue.
 - g. Status = Pending

Behavioral Services

FOR APD STAFF USE ONLY

Follow-up Completed?	<input type="checkbox"/> Yes				
Follow-up Event Date	06/29/2023				
Actions Needed for Follow-Up	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <ul style="list-style-type: none"> Request revision/update to report Request additional information (provider-specific) Recommend review of individual's service needs Require LRC review (BASP or data review) Refer event to MCM Refer event to QI Stream Refer event to State Office </div> <div style="width: 35%;"> <ul style="list-style-type: none"> Request additional information (consumer-specific) Recommend provider training </div> </div> </div>				
Follow-Up Comments	follow up comments from the Regional Senior Behavior Analyst				
Follow-Up Completed By:	<div style="border: 1px solid #ccc; padding: 2px;"> <p>1 Worker record(s) returned - now viewing 1 through 1</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;">Name</th> <th>ID</th> </tr> </thead> <tbody> <tr> <td>Buck, Jennifer</td> <td>2486</td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 5px;"><input type="button" value="Search"/></p> </div>	Name	ID	Buck, Jennifer	2486
Name	ID				
Buck, Jennifer	2486				

3. From the **File** menu, select **Save Form**.



Note

The regional senior behavior analyst can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of Reactive Strategy forms that require follow up.
Filter by Filter by Assessment = Reactive Strategies
Status = Pending.

MY DASHBOARD		
CONSUMERS	PROVIDERS	TASKS
<ul style="list-style-type: none"> Enrollments Provider Selections ... 	<ul style="list-style-type: none"> Ticklers ... 	<ul style="list-style-type: none"> Links My Management <ul style="list-style-type: none"> Current Active Cases Enrollments SAN Queue Pending Assessments Queue

4. Proceed to one of the follow up method sections:
 - a. [Follow Up During the LRC Meeting](#)
 - b. [Follow Up via Scheduled Meeting](#)
 - c. [Follow Up via a Note](#)

6bi. Follow Up During LRC Meeting

Role = Region Clinical Workstream Worker

1. If follow-up can be obtained during the LRC meeting, it will be documented on the **LRC Case Review and Approval form** during the meeting. No additional note is needed and the Reactive Strategies form can be completed.
2. After the follow up section of the Reactive Strategies form is completed from the previous section, change the status of the form to Complete.



Behavioral Services

- From the **File** menu, select **Save and Close Form**. Proceed to the [LRC Meeting section](#).

6bii. Follow Up via Scheduled Meeting

Role = Region Clinical Workstream Worker

- If follow-up must be obtained from a meeting with the behavioral provider, the Region Clinical Workstream Worker will schedule a time to meet the behavioral provider to obtain additional information via a note. This is done from the **Note icon** in the header of the form.

Consumer Forms	
Review *	As Needed ▾
Review Date *	07/03/2023 
Division *	APD ▾
Approved By	<input type="text"/>
Note	

- Click the **Note icon**. The Note Details page displays. Update the following fields:
 - Cost Plan Review Note? = No
 - Note Type = Reactive Strategies
 - Note Subtype = Required Follow-up
 - Description = Meeting Requested
 - Note = additional details of the request
 - Status = Pending
 - Recipient = behavioral provider

The screenshot shows the 'Notes' form in the iConnect system. At the top left is the 'iConnect' logo. At the top right, the user 'Carrie Abner' is logged in, and the date/time is '7/21/2023 3:48 PM'. Below the header is a navigation bar with 'File' and 'Tools' menus. The main form area is titled 'Notes' and contains the following fields:

- Division ***: APD (dropdown)
- Note By ***: Buck, Jennifer (dropdown)
- Note Date ***: 07/21/2023 (calendar icon)
- Cost Plan Review Note? ***: No (dropdown)
- Note Type ***: Reactive Strategies (dropdown)
- Note Sub Type**: Required Follow Up (dropdown)
- Description**: Meeting Requested (text field)
- Note**: A rich text editor containing the text 'Need to schedule a meeting to obtain additional information.' with a toolbar above it showing Bold (B), Italic (I), Underline (U), font size (10pt), and text color (A).
- Status ***: Pending (dropdown)
- Date Completed**: (empty text field)

3. From the **File** menu, select **Save and Close Notes**.
4. The page refreshes and you're returned to the Reactive Strategies Form. From the **File** menu, select **Save and Close Forms**. Keep the form in Pending status. The form status will be changed to complete later in the workflow.



Note

The regional senior behavior analyst can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue of Reactive Strategy** forms that are pending follow up.

Filter by Filter by Assessment = Reactive Strategies Form Status = Pending.

If follow up details are never received, the senior regional behavioral analyst can use this queue to identify Reactive Strategy forms that need to be closed referred to QI.

The screenshot shows the iConnect system interface. At the top, there are navigation tabs: MY DASHBOARD, CONSUMERS, PROVIDERS, CLAIMS, SCHEDULER, and REPORTS. Below these are three main sections: CONSUMERS, PROVIDERS, and TASKS. The CONSUMERS section includes Division, My Enrollments, Provider Selections, and Notes. The PROVIDERS section includes Tickers. The TASKS section includes Links, My Management, Current Active Cases, Enrollments, SAN Queue, and Pending Assessments Queue. At the bottom right, there is a welcome message for Jennifer Buck on 7/3/2023 at 4:21 PM. Below the navigation is a 'File' section with a 'Filters' dropdown. The filters are set to 'Assessment' = 'Reactive Strategies Form'. Below the filters, it says '1 Pending Assessments Queue record(s) returned - now viewing 1 through 1'. A table shows the following data:

Consumer Name	Case No	Assessment	Review Date	Rater	Status
Abner, Carrie	50217	Reactive Strategies Form	06/21/2023	Buck, Jennifer	Pending

At the bottom of the table, there are navigation buttons: First, Previous, Records per page (15), Next, Last.

Role = Service Provider, Service Provider Worker

5. The behavioral provider monitors **My Dashboard > Notes > Pending** for incoming notes regarding the requested meeting.
6. The behavioral provider meets with the regional senior behavior analyst and provides additional information.
7. The behavioral provider may also need to update the Reactive Strategies form depending on the outcome of the meeting. If applicable, navigate to the consumer’s Forms tab. From the list select the **Reactive Strategies form** in Pending status. Update fields as needed. Leave the form in Pending status. From the **File** menu, select **Save and Close Forms**.
8. The behavioral provider will document information has been provided and/or updates have been made on the existing **Reactive Strategies > Required Follow Up** note. This is done from the **Note icon** in the header of the form.

Behavioral Services

Consumer Forms	
Review *	As Needed ▾
Review Date *	07/03/2023
Division *	APD ▾
Approved By	
Note	

9. Click the **Note icon**. The Note Details page displays. Update the following fields:
 - a. Description = Update to Meeting Completed + mm/dd/yy
 - b. Note = details on the corrections that were made or information provided. Click **Append Text to Note**.
 - c. Status = Update to Complete
 - d. Recipient = Region Clinical Workstream Worker

Carrie Abner
Last Updated by j.buck@apdcare.org
at 7/21/2023 3:56:15 PM

Notes

File **Tools**

Notes

Division *	APD
Note By *	Buck, Jennifer
Note Date *	07/21/2023
Cost Plan Review Note? *	No ▾
Note Type *	Reactive Strategies ▾
Note SubType	Required Follow Up ▾
Description	Meeting Requested
<small>On 7/21/2023 at 3:56 PM, Jennifer Buck wrote: Need to schedule a meeting to obtain additional information.</small>	
Note	<div style="border: 1px solid #ccc; padding: 5px;"><div style="background-color: #f2f2f2; padding: 2px;">New Text</div><div style="border: 1px solid #ccc; padding: 5px;"><p>meeting completed. details on the corrections that were made and/or additional information provided.</p></div><div style="background-color: #f2f2f2; padding: 2px; text-align: center;">Append Text to Note</div></div>
Status *	Complete ▾
Date Completed	07/21/2023

10. From the **File** menu, select **Save and Close Notes**.

11. The page refreshes and you're returned to the Reactive Strategies Form. Leave the form in Pending status. From the **File** menu, select **Save and Close Forms**.

Role = Region Clinical Workstream Worker

Behavioral Services

12. The regional senior behavior analyst or designee will monitor **My Dashboard > Consumers > Notes > Complete** for incoming notes as notification the additional information has been provided.

13. The regional senior behavior analyst or designee will select the **Reactive Strategies > Required Follow Up** note from the list view and review the notes with the additional information.

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Description	Author	Status
59217	Abner, Carrie	Supported Employment	EEP Referral	03/21/2023	New EEP Referral	Buck, Jennifer	Complete
59217	Abner, Carrie	Reactive Strategies	Required Follow Up	07/03/2023	Revision Requested	Buck, Jennifer	Complete
59217	Abner, Carrie	Reactive Strategies	Required Follow Up	07/03/2023	Meeting Completed 7/3/23	Buck, Jennifer	Complete
59217	Abner, Carrie	LRC Review	BASP Submission	06/20/2023	Revisions Requested	Buck, Jennifer	Complete

14. The regional senior behavior analyst will complete the follow up section at the bottom of the Reactive Strategies form. Navigate to the consumers record and select the **Forms** tab. From the forms list view, select the **Reactive Strategies** form in Pending status. The Form Details page displays. Update the following:

- Actions Needed for Follow-Up = update if needed
- Follow-Up Comments = enter additional comments if needed
- In the Header, change the status to Complete

FOR APD STAFF USE ONLY

Follow-up Completed? Yes

Follow-up Event Date 06/29/2023

Actions Needed for Follow-Up

- Request revision/update to report
- Request additional information (provider-specifi
- Recommend review of individual's service need
- Refer event to MCM
- Refer event to QI Stream
- Refer event to State Office

Follow-Up Comments

provider completed corrections

Follow-Up Completed By:

Name	ID
Buck, Jennifer	2486


15. From the **File** menu, select **Save and Close Form**.

16. When the regional senior behavior analyst or designee runs the Provider Reactive Strategies report again, it will reflect the follow up has been completed.

6biii. Follow Up via a Note

Role = Region Clinical Workstream Worker

1. If follow-up can be gathered from the behavioral provider from a note, the regional senior behavior analyst will communicate with the behavioral provider via a note in APD iConnect. This is done from the **Note icon** in the header of the Reactive Strategies Form.

Consumer Forms	
Review *	As Needed ▾
Review Date *	07/03/2023 📅
Division *	APD ▾
Approved By	
Note	

2. Click the **Note icon**. The Note Details page displays. Update the following fields:
 - a. Cost Plan Review Note? = No
 - b. Note Type = Reactive Strategies
 - c. Note Subtype = Required Follow-up
 - d. Description = Follow Up Requested
 - e. Note = details of the follow up request
 - f. Status = Pending
 - g. Recipient = behavioral provider

APD iConnect Carrie Abner | Notes
7/21/2023 4:10 PM

File Tools

Notes

Division * APD ▾

Note By * Buck, Jennifer ▾

Note Date * 07/21/2023 📅

Cost Plan Review Note? * No ▾

Note Type * Reactive Strategies ▾

Note Sub Type Required Follow Up ▾

Description Follow Up Requested

Note

B I U 12pt **A**

list the requests for additional [information](#)

Status * Pending ▾

Date Completed

3. From the **File** menu, select **Save and Close Notes**.

Behavioral Services

- The page refreshes and you're returned to the Reactive Strategies Form. From the **File** menu, select **Save and Close Forms**. Keep the form in Pending status. The form status will be changed to complete later in the workflow.



Note

The regional senior behavior analyst can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue of Reactive Strategy** forms that are pending follow up.

Filter by Filter by Assessment = Reactive Strategies Form Status = Pending.

If follow up details are never received, the senior regional behavioral analyst can use this queue to identify Reactive Strategy forms that need to be closed referred to QI.

File

Filters

Assessment: Reactive Strategies Form. AND

Consumer Name: +

Search Reset

1 Pending Assessments Queue record(s) returned - now viewing 1 through 1

Consumer Name	Case No	Assessment	Review Date	Rater	Status
Abner, Carrie	59217	Reactive Strategies Form	06/21/2023	Buck, Jennifer	Pending

First Previous Records per page 15 Next Last

Role = Service Provider, Service Provider Worker

- The behavioral provider monitors **My Dashboard > Notes > Pending** for incoming notes regarding the follow up request. The behavioral provider will review the Reactive Strategies note and provide the answers about the event in the same note.

Behavioral Services

Welcome, Jennifer Buck | **Notes**
7/3/2023 5:29 PM

File **Tools**

Filters

Status

iConnect ID

7 Notes record(s) returned - now viewing 1 through 7

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status	<input type="checkbox"/>
59217	Abner, Carrie	Supported Employment	EEP IFS Approval	03/22/2023	FY2023 EEP Funding Approved	Buck, Jennifer	Pending	<input type="checkbox"/>
47966	Abner, Megan	Reactive Strategies	Required Follow Up	06/19/2023		Buck, Jennifer	Pending	<input type="checkbox"/>
59217	Abner, Carrie	Reactive Strategies	Required Follow Up	07/03/2023	Follow Up Requested	Buck, Jennifer	Pending	<input type="checkbox"/>

6. The reactive strategies follow up note is also accessible from the Reactive Strategies Form from the **Note icon** in the header of the form.


Consumer Forms

Review *

Review Date *

Division *

Approved By

Note 

7. Click the **Note icon**. The Note Details page displays. Update the following fields:
- Note = answers questions/provides additional information about the event. Click **Append Text to Note**.
 - Status = Complete
 - Recipient = Region Clinical Workstream Worker or designee
8. From the **File** menu, select **Save and Close Notes**. The page refreshes and you're returned to the Reactive Strategies Form.

Behavioral Services

9. Leave the form in Pending status. From the **File** menu, select **Save and Close Forms**.


Role = Region Clinical Workstream Worker

10. The regional senior behavior analyst or designee will monitor **My Dashboard > Consumers > Notes > Complete** for incoming notes as notification the additional information has been provided.
11. The regional senior behavior analyst or designee will select the **Reactive Strategies > Required Follow Up** note from the list view and review the notes with the additional information.

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Description	Author	Status
59217	Abner, Carrie	Supported Employment	EEP Referral	03/21/2023	New EEP Referral	Buck, Jennifer	Complete
59217	Abner, Carrie	Reactive Strategies	Required Follow Up	07/03/2023	Revision Requested	Buck, Jennifer	Complete
59217	Abner, Carrie	Reactive Strategies	Required Follow Up	07/03/2023	Meeting Completed 7/3/23	Buck, Jennifer	Complete
59217	Abner, Carrie	LRC Review	BASP Submission	06/20/2023	Revisions Requested	Buck, Jennifer	Complete

12. The reactive strategies follow up note is also accessible from the Reactive Strategies Form from the **Note** icon in the header of the form.

Behavioral Services

Consumer Forms	
Review *	As Needed ▾
Review Date *	07/03/2023 📅
Division *	APD ▾
Approved By	
Note	

Click the **Note icon**. The Note Details page displays.

13. The regional senior behavior analyst will complete the follow up section at the bottom of the Reactive Strategies form. Navigate to the consumers record and select the **Forms** tab. From the forms list view, select the **Reactive Strategies** form in Pending status. The Form Details page displays. Update the following:
 - a. Actions Needed for Follow-Up = update if needed
 - b. Follow-Up Comments = enter additional comments if needed
 - c. In the Header, change the status to Complete

FOR APD STAFF USE ONLY																			
Follow-up Completed?	Yes ▾																		
Follow-up Event Date	06/29/2023 📅																		
Actions Needed for Follow-Up	<table border="1"><tbody><tr><td>Request revision/update to report</td><td>▶</td><td>Request additional information (consumer-spec</td></tr><tr><td>Request additional information (provider-specifi</td><td>▶</td><td>Require LRC review (BASP or data review)</td></tr><tr><td>Recommend review of individual's service neec</td><td>▶</td><td>Recommend provider training</td></tr><tr><td>Refer event to MCM</td><td>◀</td><td></td></tr><tr><td>Refer event to QI Stream</td><td>◀</td><td></td></tr><tr><td>Refer event to State Office</td><td>◀</td><td></td></tr></tbody></table>	Request revision/update to report	▶	Request additional information (consumer-spec	Request additional information (provider-specifi	▶	Require LRC review (BASP or data review)	Recommend review of individual's service neec	▶	Recommend provider training	Refer event to MCM	◀		Refer event to QI Stream	◀		Refer event to State Office	◀	
Request revision/update to report	▶	Request additional information (consumer-spec																	
Request additional information (provider-specifi	▶	Require LRC review (BASP or data review)																	
Recommend review of individual's service neec	▶	Recommend provider training																	
Refer event to MCM	◀																		
Refer event to QI Stream	◀																		
Refer event to State Office	◀																		
Follow-Up Comments	<input type="text" value="provider completed corrections"/>																		
Follow-Up Completed By:	<table border="1"><thead><tr><th colspan="2">1 Worker record(s) returned - now viewing 1 through 1</th></tr><tr><th>Name</th><th>ID</th></tr></thead><tbody><tr><td>Buck, Jennifer</td><td>2486</td></tr></tbody></table> <input type="button" value="Search"/>	1 Worker record(s) returned - now viewing 1 through 1		Name	ID	Buck, Jennifer	2486												
1 Worker record(s) returned - now viewing 1 through 1																			
Name	ID																		
Buck, Jennifer	2486																		

14. From the **File** menu, select **Save and Close Form**.

15. When the regional senior behavior analyst or designee runs the Provider Reactive Strategies report again, it will reflect the follow up has been completed.

7. State Office Reactive Strategies (RS) Event Follow-Up and CMS Reporting

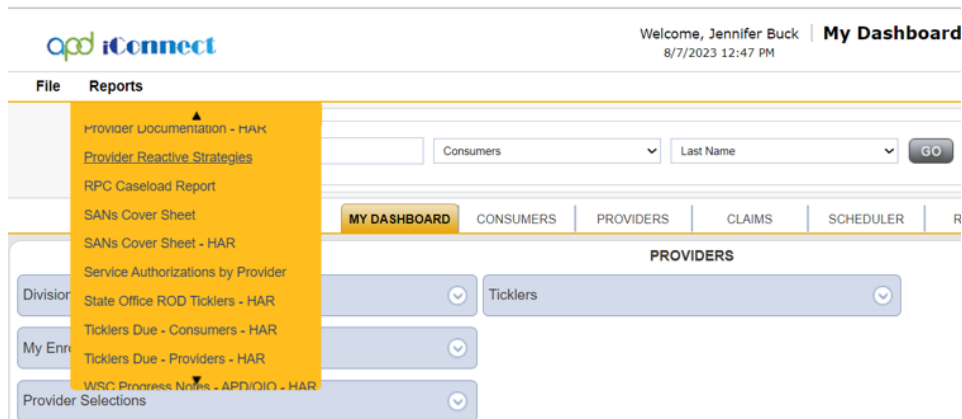
The APD agency senior behavior analyst may identify corrections or follow up needs that were not completed by the regional senior behavior analyst. The APD agency senior behavior analyst will notify the Region to work with the behavioral provider to complete the corrections and/or follow up according to the steps in the previous section of this manual.

The State Office staff Reactive Strategies (RS) Event Follow-Up and CMS Reporting process includes the following steps:

1. The APD agency senior behavior analyst runs the Provider Reactive Strategies report to identify events that require follow up that were not completed by the Region.
 - a. This same report provides data to generate statistics and graphs for the quarterly CMS report.
2. Communicate with the regional senior behavior analyst or designee via a note if a correction is needed.
3. The regional senior behavior analyst will work with the behavioral provider to make the corrections on the Reactive Strategies form.

Role = State Office Worker

1. APD agency senior behavior analyst or designee runs the Provider Reactive Strategies report to identify events that require follow up. To run the report, navigate to **My Dashboard**. From the **Report** menu, select the **Provider Reactive Strategies** report.



2. A new window opens where the report filters are selected. Enter the date range you wish to review and click **View Report**.

Behavioral Services

- The results display on the screen and can be exported to Excel by clicking the Save icon and saving to your device.



Note

This same report provides data to generate statistics and graphs for the quarterly CMS report. The quarterly CMS report is created in Excel, outside of APD iConnect.

- APD agency senior behavior analyst or designee will review the report and determine whether follow up is needed. Follow up is needed for events that exceed 60 minutes, or involve the death or injury of a consumer.)
- The APD agency senior behavior analyst or designee will communicate the correction or follow up needs to the regional senior behavior analyst via a note in APD iConnect. Navigate to the consumers record and select the tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - Note Type = Reactive Strategies
 - Note Subtype = Required Follow-up
 - Description = (insert Event ID) Revision Requested or Follow Up Requested
 - Note = details of the corrections or follow up that is needed
 - Status = Complete
 - Recipient = regional senior behavior analyst

The screenshot shows the 'Notes Details' form in the iConnect system. The form is titled 'Notes' and is associated with user 'Carrie Abner' on '7/19/2023 3:10 PM'. The form includes the following fields:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/19/2023
- Program/Provider: (empty)
- Note Type: Reactive Strategies
- Note Sub-Type: Required Follow Up
- Description: Revision Requested OR Follow Up Requested
- Note: A rich text editor containing the text 'enter the details of the corrections and/or follow up being requested.'
- Status: Complete
- Date Completed: 07/19/2023

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

Role = Region Clinical Workstream Worker

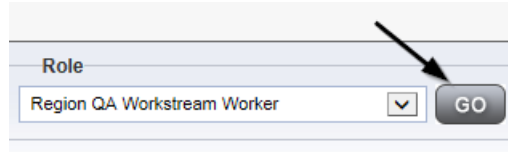
7. The regional senior behavior analyst or designee will monitor **My Dashboard > Consumers > Notes > Complete** for incoming notes.
8. The Regional Senior Behavior Analyst or designee will select the **Reactive Strategies > Required Follow Up** note from the list view and review the note that corrections and/or follow up that is needed.
9. Proceed to [Corrections Required section](#) OR
10. Proceed to [Follow Up During LRC Meeting section](#) OR
11. Proceed to [Follow Up via Scheduled Meeting section](#) OR
12. Proceed to [Follow Up via a Note section](#).

Behavioral Services

8. As Needed: Word Merges

Generating the Word Merge

1. Set "Role" = Region QA Workstream Worker then click **Go**



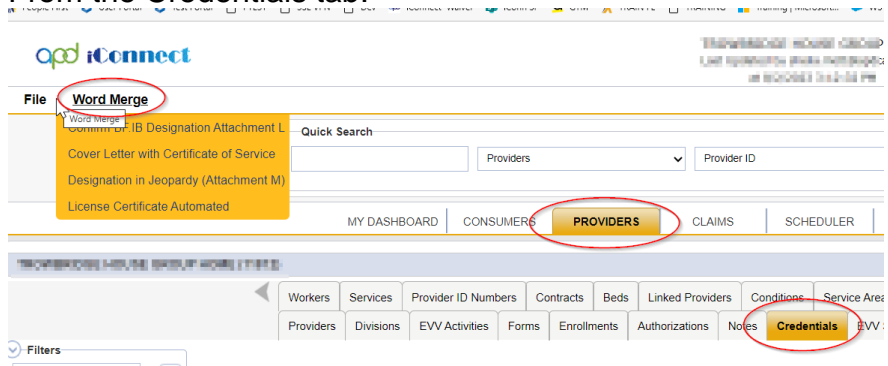
A screenshot of a web form. At the top, there is a label "Role" above a dropdown menu. The dropdown menu is open, showing "Region QA Workstream Worker" as the selected option. To the right of the dropdown is a grey button labeled "GO". An arrow points from the top right towards the "GO" button.

2. From the appropriate **Word Merge** menu based on the workflow, select the desired word merge.
 - a. Examples of **Word Merge** menus
 - i. From a form:



A screenshot of a web application interface. At the top, there is a navigation bar with "File", "Reports", and "Word Merge" (circled in red). Below this is a form titled "LRC Chair BASE". The form contains several fields: "Review" (set to "As Needed"), "Review Date" (07/03/2023), "Division" (APD), "Worker" (Buck, Jennifer), "Status" (Draft), and "Provider/Program". Below the form is a section titled "ATTACHMENT E" with the heading "LRC Chair Review of Behavior Analysis Services Eligibility (BASE Form)". A note below the heading states: "Note: This is only a recommendation of eligibility for behavioral services, not a determination of medical necessity or an approval for the rate, hours or cost plan." Below the note are fields for "Consumer Name": "First Name" (Carlie), "Middle Name" (R), and "Last Name" (Abner).

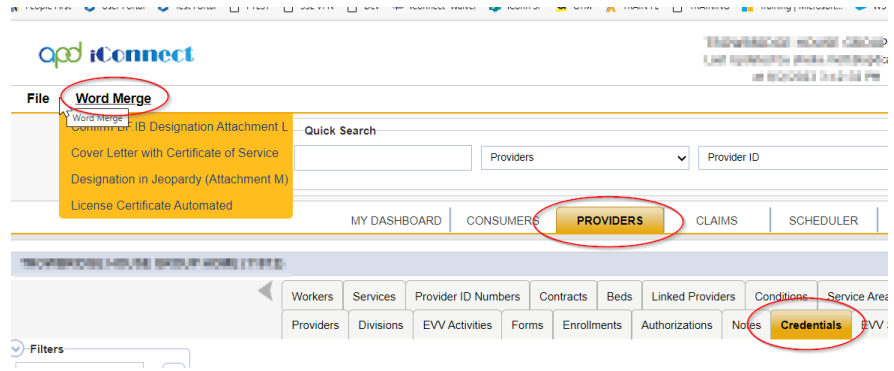
- ii. From the Credentials tab:



A screenshot of a web application interface. At the top, there is a navigation bar with "File" and "Word Merge" (circled in red). A dropdown menu is open under "Word Merge", showing options: "Word Merge", "Cover Letter with Certificate of Service", "Designation in Jeopardy (Attachment M)", and "License Certificate Automated". Below the dropdown is a "Quick Search" section with a "Providers" dropdown and a "Provider ID" field. Below the search section is a navigation bar with "MY DASHBOARD", "CONSUMERS", "PROVIDERS" (circled in red), "CLAIMS", and "SCHEDULER". Below the navigation bar is a grid of tabs: "Workers", "Services", "Provider ID Numbers", "Contracts", "Beds", "Linked Providers", "Conditions", "Service Areas", "Providers", "Divisions", "EVV Activities", "Forms", "Enrollments", "Authorizations", "Notes", "Credentials" (circled in red), and "EVV".

- iii. From the Providers tab:

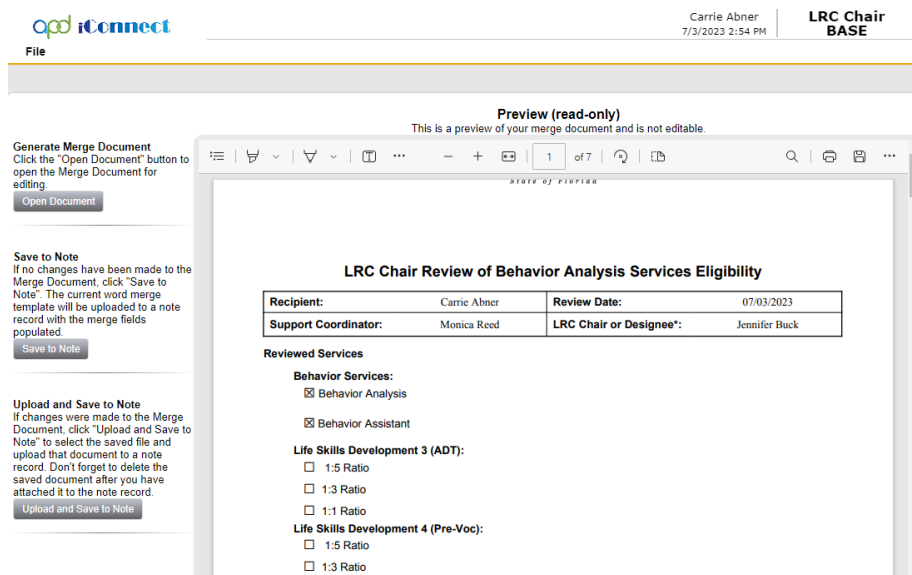
Behavioral Services



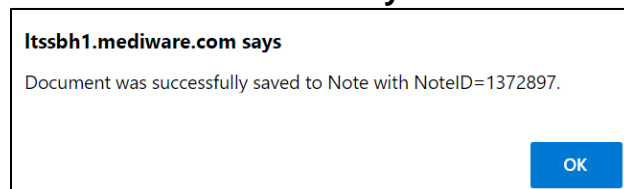
3. The Word Merge preview window displays.

No Edits Needed

1. If no edits are needed, select **Save to Note**.



2. A notification message displays confirming the Word Merge was saved to a note. Click **Okay**.



3. The Note Details page displays. Update fields per the associated workflow.

Behavioral Services

The screenshot shows the iConnect Notes interface. At the top left is the iConnect logo. At the top right, it says "Carrie Abner" and "Notes". Below that, it says "Last Updated by j buck@apdcares.org at 7/21/2023 10:42:03 AM". The interface has a "File" menu and "Tools" options. The main area is titled "Notes Details" and contains the following fields:

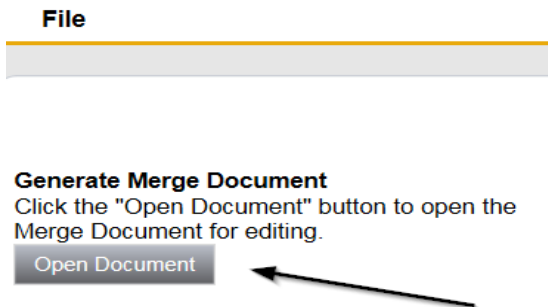
- Division: APD
- Note By: Buck, Jennifer
- Note Date: 07/21/2023
- Program/Provider: (empty dropdown)
- Note Type: Behavioral Services
- Note Sub-Type: BASE Completed
- Description: Word Merge Template

Below the description is a large text area for the note content. At the bottom of the form, there is a "Status" dropdown set to "Complete" and a "Date Completed" field set to "07/21/2023".

4. From the **File** menu, select **Save and Close Notes**.

Edits Needed

1. Select **Open Document** to open the Word Merge document for editing.



2. Save the Word Merge Document to the computer desktop by clicking the **Save** button and then **Open**.

Behavioral Services

The screenshot shows the 'Draft iBudget Provider Applicant Services Listings Form' with the following information:

- Applicant Business Name (if applicable):** Monica's Group Home
- Applicant Name:** A TEST Provider
- Applicant Address:** 55 South Washington St. JACKSONVILLE, FL 32244
- Email Address:** 777@anywhere.com
- Phone Number:** (888)888-8819

Two dialog boxes are overlaid on the form:

- The top dialog asks: "Do you want to save WM_P003_Draft-APD-iBudget-Regional-Provider-Services-Listing-Letter.docx (66.4 KB) from fwtest.harmonys.net?" with 'Save' and 'Cancel' buttons.
- The bottom dialog states: "The WM_P003_Draft-APD-iBudget-Regional-Provider-Services-Listing-Letter (1).docx download has completed." with 'Open', 'Open folder', and 'View downloads' buttons.

3. **Edit** the Word Merge Document as necessary.

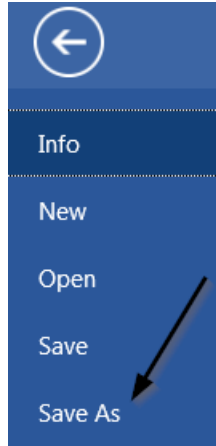
The screenshot shows the 'Draft iBudget Provider Applicant Services Listings Form' with the following information:

- Applicant Business Name (if applicable):** Monica's Group Home
- Applicant Name:** A TEST Provider
- Applicant Address:** 55 South Washington St. JACKSONVILLE, FL 32244
- Email Address:** 777@anywhere.com
- Phone Number:** (888)888-8819
- Solo:** **Agency:**
- Effective Date of Form:** Click or tap to enter a date. **Expiration Date of Form:** Click or tap to enter a date.

Two arrows point to the 'Solo' and 'Agency' checkboxes.

4. When finished with editing the Word Merge Document, click **File > Save as** to save the updated Word Merge to a specified folder on the user's device.

Behavioral Services



5. In APD iConnect, Click **Upload and Save to Note** after saving the word document.

Generate Merge Document
Click the "Open Document" button to open the Merge Document for editing.

Open Document

Save to Note
If no changes have been made to the Merge Document, click "Save to Note". The current word merge template will be uploaded to a note record with the merge fields populated.

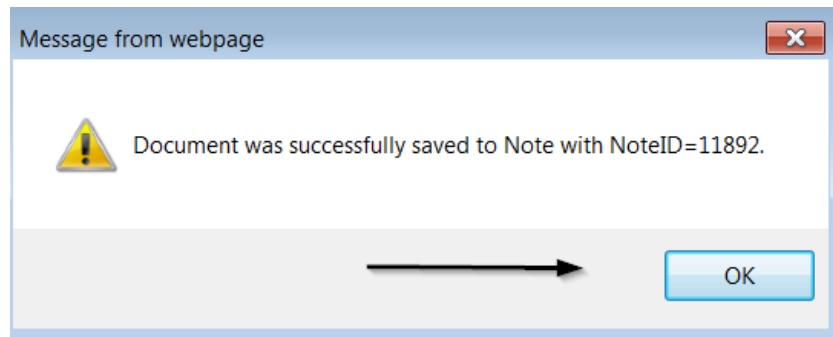
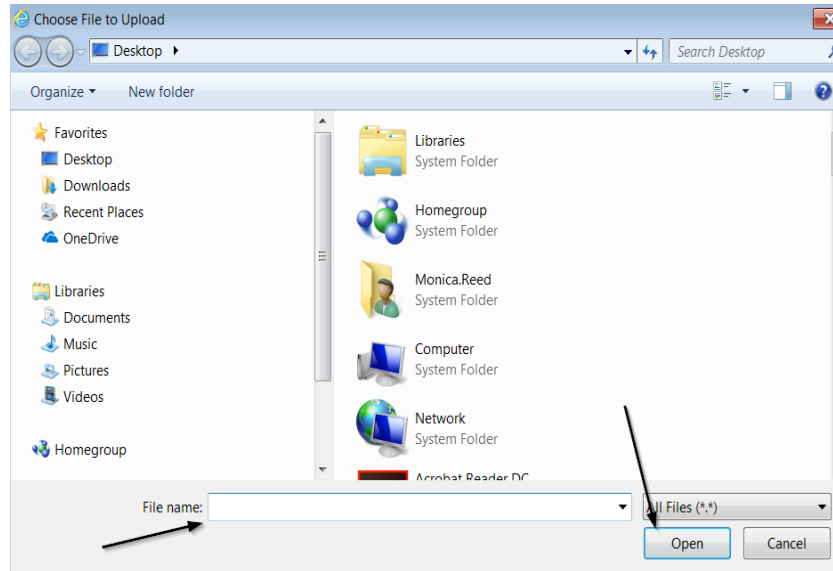
Save to Note

Upload and Save to Note
If changes were made to the Merge Document, click "Upload and Save to Note" to select the saved file and upload that document to a note record. Don't forget to delete the saved document after you have attached it to the note record.

Upload and Save to Note

6. Select the file name on the device and then Click **Open** to open the word document and then click **OK** on the pop-up message box.

Behavioral Services



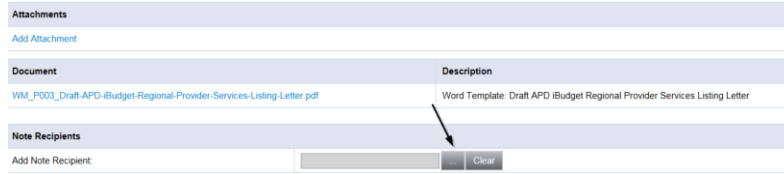
7. In the new Notes Detail Screen, update the fields according to the associated workflow.

Notes Details	
Division *	APD
Note By *	Reed, Monica
Note Date *	12/01/2018
Note Type *	Initial Application
Note Sub-Type	Draft Enrollment Listing Letter
Description	
Note	
Status *	Complete
Date Completed	12/11/2018

Behavioral Services

Attachments	
Add Attachment	
Document	Description
WM_P003_Draft-APD-Budget-Regional-Provider-Services-Listing-Letter.pdf	Word Template: Draft APD (Budget Regional Provider Services Listing Letter)

Note Recipients	
Add Note Recipient	<input type="button" value="Clear"/>



8. When finished, click **File > Save and Close Notes**.

