

# Overview of Waiver Support Coordination

## Supplemental Resources

## ***Table of Contents***

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This document contains the forms, tables, lists, and websites that were either displayed or referred to in the Overview of Waiver Support Coordination Pre-Service training. This document also contains additional resources to aide new WSCs in gaining the skills necessary to effectively coordinate the supports and services for individuals on their caseload.

|  |    |
|--|----|
| APD Regional offices .....                     | 3  |
| WSC Advisories .....                           | 4  |
| Florida Statutes.....                          | 4  |
| APD Waiting List Information .....             | 5  |
| Overview of Developmental Disabilities .....   | 5  |
| Florida Medicaid Program and Eligibility.....  | 7  |
| iBudget Waiver.....                            | 7  |
| iBudget Waiver Video .....                     | 8  |
| Definition of Waiver Support Coordination..... | 8  |
| Heirarchy of Reimbursement .....               | 8  |
| iBudget Waiver Handbook .....                  | 9  |
| Medicaid Waiver Services Agreement.....        | 10 |
| Service Authorizations .....                   | 11 |
| Resource Development Tools.....                | 11 |

# Overview of Waiver Support Coordination

## APD Regional Offices

APD is a state-wide agency designated in Florida Statutes, Chapter 20.1971. The APD has a state headquarters office in Tallahassee, Florida. There are six APD Regional offices located around that state that are the front lines of services for individuals with disabilities and their providers.

### Northwest Region 850-487-1992

Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Okaloosa, Santa Rosa, Wakulla, Walton, and Washington counties

### Northeast Region 904-992-2440

Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Lafayette, Levy, Madison, Nassau, Putnam, St. Johns, Suwannee, Taylor, Union, and Volusia counties

### Central Region 407-245-0440

Brevard, Citrus, Hardee, Hernando, Highlands, Lake, Marion, Orange, Osceola, Polk, Seminole, and Sumter counties

### Suncoast Region 1-800-615-8720

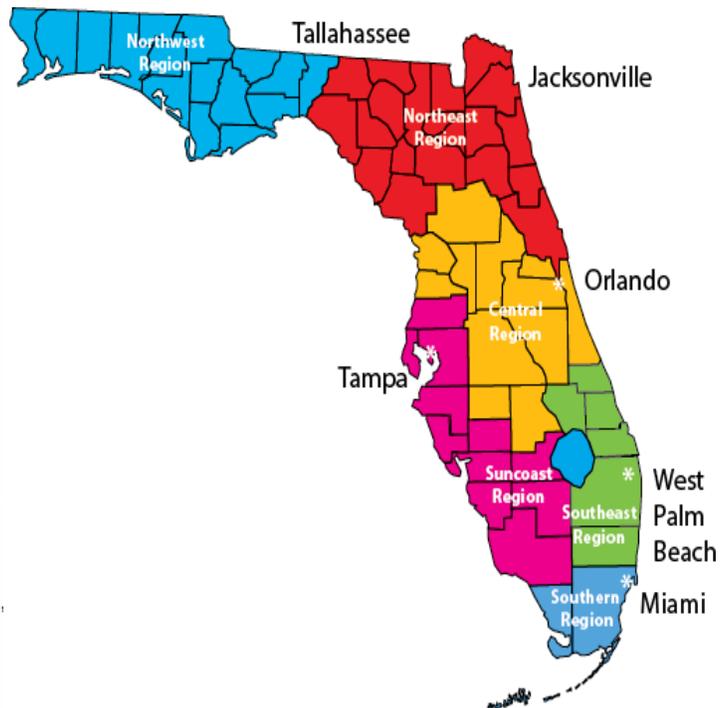
Charlotte, Collier, DeSoto, Glades, Hendry, Hillsborough, Lee, Manatee, Pasco, Pinellas, and Sarasota counties

### Southeast Region 561-837-5564

Broward, Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie counties

### Southern Region 305-349-1478

Dade and Monroe counties



## Local APD Contacts:

Check the Locations Tab on the APD Website to find specific contacts in the APD Regional Office for each workstream. <http://apd.myflorida.com/region/>

If you do not know how to contact your assigned Waiver Liaison, contact the APD Regional Office to find out.

## **WSC Advisories**

The APD State Office issues regular WSC Advisories for WSCs to keep them up to date on any changes in APD policies, procedures, and other important information. WSC Advisories are posted on the APD website and emailed to all WSC email addresses entered in iConnect. It is important for WSCs to read these advisories because they contain key and timely information related to provision of quality support coordination service.

It is critical for WSCs to maintain a current email address in the APD data system. Having a current email address on file will better ensure that WSCs receive key information at the right time.

### **WSC Advisory Archives:**

All past WSC Advisories are kept on the APD website in chronological order. Please visit <http://apdcares.org/waiver/support-coordination/>.

## **Florida Statutes**

Florida Statutes are a permanent collection of state laws organized by subject area into a code made up of titles, chapters, parts, and sections. The Florida Statutes are updated annually. Chapter 393 of the Florida Statutes describes the requirements for the service delivery system for individuals with developmental disabilities in Florida.

### **Key chapters for WSCs include:**

- Chapter, 393.0651, *Support Plans*
- Chapter, 393.066, *Community Services and Treatment*
- Chapter, 393.0662, *iBudget Waiver*
- Chapter, 393.125, *Hearing Rights*
- Chapter, 393.13, *The Bill of Rights for Persons with Developmental Disabilities*

### **Additional Reading:**

Visit Florida Statutes, Chapter 393 online to become more familiar with its content.  
<http://www.leg.state.fl.us/>

## ***APD Clients***

APD annually serves more than 57,000 Floridians with autism, cerebral palsy, spina bifida, intellectual disabilities, Down syndrome, Prader-Willi syndrome, and Phelan- McDermid syndrome. APD serves more than 35,000 individuals through the iBudget Florida waiver program. There are approximately 22,000 individuals who meet APDs eligibility criteria and are on a waiting list for these waiver services.

### ***Additional Waiting List Information:***

See <http://apdcares.org/customers/waitlist/> for additional information .

## ***Overview of Developmental Disabilities***

The following is a brief description of each of the developmental disabilities that qualify an individual to be served by APD:

**Intellectual Disability (as defined in section 393.063(24), Florida Statutes):** Individuals with intellectual disabilities have significantly subaverage general intellectual functioning existing concurrently with deficits in adaptive behavior which manifests before the age of 18 and can reasonably be expected to continue indefinitely. This is evidenced by IQ scores below 70, along with severe deficits in adaptive functioning as measured on presumptively accepted standardized tests. Intellectual disabilities are determined by certified or licensed psychologists.

**Autism (as defined in section 393.063(5), Florida Statutes):** Autism means a pervasive, neurologically based developmental disability of extended duration which causes severe learning, communication, and behavior disorders with age of onset during infancy or childhood. Individuals with autism exhibit impairment in reciprocal social interaction, impairment in verbal and nonverbal communication and imaginative ability, and a markedly restricted repertoire of activities and interests. A diagnosis of autism may be made by licensed psychiatrists, psychologists, neurologists, or developmental pediatricians with specific training in making such diagnosis.

**Spina Bifida (as defined in section 393.063(40), Florida Statutes):** Individuals with spina bifida have a medical diagnosis of spina bifida cystica or myelomeningocele. Diagnosis is confirmed by written documentation from either a medical doctor, doctor of osteopathy, or medical records that document a diagnosis of spina bifida cystica or myelomeningocele before the age of 18.

**Cerebral Palsy (as defined in section 393.063(6), Florida Statutes):** Individuals with cerebral palsy have a group of disabling symptoms of extended duration which results from damage to the developing brain that may occur before, during, or after birth and that results in the loss or impairment of control over voluntary muscles. For the purposes of this definition, cerebral palsy does not include those symptoms or impairments resulting solely from a stroke. Diagnosis is confirmed by written documentation from either a medical doctor, doctor of osteopathy, or other medical records documenting a diagnosis of cerebral palsy before the age of 18.

**Prader-Willi syndrome (as defined in section 393.063(29), Florida Statutes):** Prader-Willi syndrome is an inherited condition typified by neonatal hypotonia with failure to thrive, hyperphagia or an excessive drive to eat which leads to obesity usually at 18 to 36 months of age, mild to moderate intellectual disability, hypogonadism, short stature, mild facial dysmorphism, and a characteristic neurobehavior. Diagnosis is confirmed by written documentation from either a medical doctor, doctor of osteopathy, medical records that document a diagnosis of Prader-Willi syndrome before age 18.

**Down syndrome (as defined in section 393.063(15), Florida Statutes):** Down syndrome is a disorder caused by the presence of an extra chromosome 21. Evidence under this category requires medical records documenting a chromosome analysis (also referred to as a karyotype) finding the individual has an extra genetic material on their number 21 chromosome. In the absence of a chromosome analysis, a diagnosis of Down syndrome can be accepted from a health care provider qualified to certify the diagnosis if the provider certifies the physical signs of the syndrome. A diagnosis could also be verified from review of medical records that document a diagnosis of Down syndrome before the age of 18, if the diagnosis was completed by a health care provider qualified to certify the diagnosis at the time of diagnosis. A prenatal diagnostic test may also be accepted as proof of diagnosis.

**Phelan-McDermid syndrome (as defined in section 393.063(28), Florida Statutes):** Phelan-McDermid is a disorder caused by the loss of the terminal segment of the long arm of chromosome 22, typically leading to developmental delay, intellectual disability, dolichocephaly, hypotonia, or absent or delayed speech. Although the range and severity of symptoms may vary, Phelan-McDermid syndrome is generally characterized by low muscle tone, absent to severely delayed speech, moderate to profound intellectual disability, minor malformed or misshapen features, symptoms of autism spectrum disorder, motor delays, and epilepsy. Evidence under this category requires documentation from a physician which provides the diagnosis of Phelan-McDermid syndrome as derived from genetic testing.

## ***Florida Medicaid Program***

Medicaid is the medical assistance program that provides access to health care for low-income families and individuals. Medicaid also assists the elderly and people with disabilities with the costs of nursing facility care and other medical and long-term care expenses. Medicaid was created to provide basic health care for people who could not afford it otherwise.

The Florida Medicaid program is administered by the Agency for Health Care Administration (AHCA) and includes all the various Medicaid programs available to individuals eligible for Medicaid. The iBudget waiver is just one of the Medicaid programs in Florida.

Eligibility for Medicaid is handled through the Department of Children and Families. WSCs are responsible for assisting the individual with accessing services through all Medicaid programs for which they are eligible and in maintaining their eligibility for Medicaid on a yearly basis.

### ***Links to information on Florida Medicaid and Medicaid Eligibility:***

<https://www.myflfamilies.com/service-programs/access/medicaid.shtml>

<https://ahca.myflorida.com/Medicaid/index.shtml>

## ***iBudget Waiver***

The iBudget waiver is a Florida program operated by APD and is one of many waivers in Florida. The iBudget waiver provides home and community-based supports and services to eligible persons living at home or in a home-like setting.

Individuals enrolled in the iBudget waiver should receive services that enable them to:

- Have a safe place to live.
- Have a meaningful day activity.
- Receive medically necessary medical and dental services.
- Receive medically necessary supplies and equipment.
- Receive transportation required to access other waiver services.

This waiver uses an individual budgeting approach and enhanced opportunities for self-determination. The purpose of this waiver is to:

- Promote and maintain the health and welfare of eligible individuals with developmental disabilities.
- Provide medically necessary supports and services to delay or prevent institutionalization.
- Foster the principles of self-determination as a foundation for services and supports.

### ***iBudget Waiver Video:***

Learn more about the iBudget waiver from a self-advocate who utilizes waiver services.

<https://www.youtube.com/watch?v=izV1N3Z4JBE>

## ***Waiver Support Coordination Overview***

All individuals enrolled on the iBudget waiver must receive Waiver Support Coordination services. Waiver Support Coordination is the service of advocating for the individual and identifying, developing, coordinating, and accessing supports and services on the individual's behalf, regardless of the funding source. WSCs promote the health, safety, and well-being of individuals. They also promote the dignity, privacy, and respect for all individuals, including sharing personal information and decisions when necessary.

The waiver is to be the payer of last resort, which means services must not be authorized under the iBudget waiver if they are available from another source.

### ***Hierarchy of Reimbursement:***

It is the WSC's responsibility to ensure that the same type of service offered through the Waiver cannot be accessed through other funding sources. The following is the order from which services must be reimbursed:

1. Third party payors (e.g. private insurance)
2. Medicare
3. Other Medicaid Programs (e.g., Medicaid State Plan)
4. iBudget Waiver

## ***Waiver Services and the iBudget Waiver Handbook***

There are 29 services available through the iBudget waiver, and they can be separated into eight service families.

Service Family 1 – Life Skills Development

Service Family 2 – Supplies and Equipment

Service Family 3 – Personal Supports

Service Family 4 – Residential Services

Service Family 5 – Support Coordination

Service Family 6 – Wellness and Therapeutic Supports

Service Family 7 – Transportation

Service Family 8 – Dental Services

Specific requirements for all waiver services is specified in the iBudget Waiver Handbook. The iBudget Waiver Handbook is incorporated by reference into Rule 59G-13.070, Florida Administrative Code.

The iBudget Waiver Handbook is an important document for WSCs to review, understand, and utilize on a continuous basis. This document will help WSCs:

1. Identify potential services for individuals on their caseload
2. Understand the requirements to be a Waiver Support Coordinator
3. Understand the requirements for services and providers
4. Assist the WSC in monitoring service provision
5. Identify limitations and exclusions for service delivery under the waiver

### ***Additional Reading:***

Review chapter two of iBudget Waiver Handbook and become familiar with the requirements for each waiver service. A copy of the Handbook can be found at

[Rules & Regs | iBudget Florida \(myflorida.com\)](https://myflorida.com/rules-regulations/iBudget-Florida)

## ***Service Delivery***

Service delivery refers to how a provider is required to plan and deliver their services. Service delivery usually includes a list of guidelines or parameters to guide where, when, how frequent, and who is eligible to provide and receive a given service. All waiver service providers, including WSCs, have criteria for their service delivery.

Two elements that impact service delivery for all waiver service providers are the Medicaid Waiver Services Agreement form and Service Authorizations.

## ***Medicaid Waiver Services Agreement***

Prior to being able to provide waiver services, all providers must sign a Medicaid Waiver Services Agreement (MWSA). The MWSA is the contract between APD and providers of waiver services. The Agreement is in effect for five years and is signed by all providers, including support coordinators who work for a support coordination agency.

### **When signing the MWSA, each provider agrees to:**

- Comply with monitoring, audits, inspections and investigations, as well as all state and federal laws or regulation regarding confidentiality of client information
- Hold APD and AHCA harmless from all claims, suits, judgments or damages
- Always obtain and maintain insurance
- Abide by current provider rates
- Correct all billing or reimbursement errors in a timely manner
- Act as an independent service provider and not an agent of APD, AHCA or the state of Florida
- Notify APD of any change of name or ownership and maintain public records

A sample of the MWSA can be found in the [iBudget Waiver Handbook](#).

## ***Service Authorizations***

Another element that impacts service delivery is “service authorizations.”

### **Service authorizations:**

- Are an **APD document**
- Document approval of a **specific service** is authorized to be provided by a **specific provider** to a **specific individual**
- **Include all necessary identifying information** such as: the provider’s name, and the specific amount, duration, scope, frequency, and intensity of the approved service
- Given **prior to service delivery**
- **Can change** if your client decides to redistribute funds in their cost plan, change providers, or change how they want their services to be delivered
- **Cannot be approved retroactively** except under limited circumstances, such an administrative error or to consider an individual’s health and safety
- **Remain in effect** even if a client’s Medicaid eligibility is terminated

## ***Resource Development***

WSCs assist in identifying resources, such as paid or unpaid providers, who will work with clients to reach their support plan goals. Assistance include identifying and developing resources outside of the iBudget Waiver program.

The following are some tools that can help WSCs locate specific service providers and connect them with their clients. In addition to these online tools, it is recommended that every WSC establish their own network of contacts and sources of both paid and unpaid supports for individuals on their caseload.

### ***Community Resource Links:***

APD Resource Directory: <http://resourcedirectory.apd.myflorida.com/>

Florida Navigator: <https://navigator.apd.myflorida.com/>

FLDD Provider Search: <https://fddresources.qclarant.com/ProviderSearch.aspx>

Additional information and resources regarding developing natural and community resources can be found in the WSC Pre-Service training, *Support Plan Development, part 3*