

Policy & Enterprise Solutions

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ADMINISTRATIVE MEMORANDUM #2010-04

To: Executive Directors of MSC Vendors
Executive Directors of Voluntary Agencies
DDSO Directors

From: Suzanne Zafonte Sennett, Deputy Commissioner
Division of Policy and Enterprise Solutions

Date: January 13, 2011

Subject: Program Standards: Individualized Service Plan (ISP) Format and Timeframes for Review and Distribution

Suggested Distribution:

Medicaid Service Coordinators and Service Coordination Supervisors
Plan of Care Support Services (PCSS) Service Coordinators and PCSS Supervisors
Agency Quality Assurance or Compliance Staff
Home and Community Based Services (HCBS) Waiver Providers Program Managers

I. Purpose:

The purpose of this advisory is to review the applicable program standards resulting from changes/clarifications to the required format and distribution timeframes of the revised Individualized Service Plan (ISP).

The goal of the ISP changes is to streamline the ISP by eliminating duplicative information and removing information that does not add value to the individualized person-centered planning process and informed choice while streamlining the workload of service coordinators.

The ISP format changes and the ISP Instructions attached to this memorandum supersede the ISP format, instructions, and distribution requirements that were issued prior to October 1, 2010, including the sections on the ISP in The Key to Individualized Services – The Home and Community Based Services Waiver Provider Guide (OMRDD, 1997), the June 2010 MSC Vendor Manual, and the January 14, 2005 Advisory Changes to the ISP Format.

MSC Vendors may phase in the use of the revised ISP format the next time the ISP needs to be rewritten for each individual.

II. Background:

The ISP is a readable and usable written personal plan that reflects the informed choices of individuals with developmental disabilities who are enrolled in PCSS or MSC. It summarizes the help a person wants and needs to live a successful life in the community and pursue his or her valued outcomes. The ISP is the blueprint for achieving a person's valued outcomes. It is a flexible information tool used to focus and direct efforts to assist the person with developmental disabilities throughout their lives. The ISP is reviewed at least twice annually with the individual and other persons close to the individual which may include service providers, family members, and others who can help the person to make informed choices and choose and amend valued outcomes when the person's needs, goals and/or aspirations change as life progresses.

The OPWDD ISP and required attachments (e.g., Habilitation Plans) is the "plan of care" (service plan) for purposes of meeting the requirements of the HCBS Waiver. The ISP identifies the waiver services as well as other services and supports that a person needs in order to live successfully in the community, and therefore, avoid institutionalization. Each person enrolled in the HCBS Waiver must have an ISP that includes a listing of all of the person's current authorized HCBS waiver services. The ISP should also reflect the full range of the person's service needs including State Medicaid Plan Services, non-Medicaid services, informal supports, and other community resources.

The ISP must be reviewed and updated as necessary and required (i.e., at least twice annually). The purpose of ISP reviews is for the Service Coordinator and the person and others involved with the person to assess the ongoing appropriateness and adequacy of the services and supports identified in the ISP and to review that the services are consistent with and responsive to the individual's needs, preferences, informed choices, and valued outcomes. During ISP reviews, Service Coordinators work with individuals to review their valued outcomes and to choose and/or amend valued outcomes as goals and aspirations change through the progression of the person's life.

III. ISP Format and ISP Instructions:

- The MSC Vendor must use an ISP format that includes all of the elements of the OPWDD-developed ISP and has all of the sections of the plan. Additional information and additional sections may be added throughout the ISP. However, all sections of the plan, the required content for each section, and the sequence of each section cannot change.
- The ISP format and instructions are attached to this Memorandum. Additional instructions are included under the Header, Section 1, and Section 2 of the ISP format and these instructions may be removed from the template when using the OPWDD ISP format.

IV. ISP Reviews and Addendums

- ISP reviews must take place at least twice annually. One of these reviews must be a face-to-face review meeting with the individual and major service providers. The annual face-to-face review meeting must occur within 365 days of the prior face-to-face meeting or by the end of the calendar month in which the 365th day occurs. It is recommended that an ISP review occur every six months
- Habilitation providers have 30 days from the date of the ISP review to send the revised habilitation plan to the Service Coordinator. If the habilitation provider fails to send it within the 30 day time frame, the service coordinator should distribute the ISP without a habilitation plan so as not to exceed the required distribution time frame for the ISP. The habilitation provider is then responsible for distributing the habilitation plan to the service coordinator and all other required parties.
- Only the Service Coordinator's signature is required on the ISP Addendum. A note in the MSC record must indicate the change was discussed with and agreed to by the individual and/or advocate. The completion of an ISP Addendum can be used to meet the review requirement outlined above, either as a face-to-face ISP review or a non-face-to-face ISP review.

V. ISP Dates and Signatures

- The ISP and the services described in the ISP remain in effect until a new ISP is written. If an ISP is not reviewed in the timeframe expected, a service does not expire, i.e. the service remains authorized for the individual.
- The ISP date is the date of the face-to-face ISP review meeting or a non face-to-face review which results in a written or re-written ISP. This date does not change unless another ISP is written.
- The ISP review date is the date that the ISP is reviewed. A service coordinator initials and writes the review date at the top of the ISP.
- If an ISP review results in a rewritten ISP, the service coordinator signs the ISP (first) with his or her full signature and date. The service coordinator's signature and date should be within 45 days of the date of the review which resulted in the rewritten ISP.

VI. Distribution

- MSC Service Coordinators have 60 days from the date of a review to distribute the ISP and required attachments.
- The ISP should be distributed to the other stakeholders for signature only after the MSC Service Coordinator signs the ISP.
- The service coordinator must document distribution of the ISP indicating the parties to whom the ISP was sent and the date(s) on which it was sent.

If you have any questions regarding this memo, please contact Eric Pasternak in the Bureau of Waiver Management at (518) 474-1274 or eric.pasternak@opwdd.ny.gov.

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