

Policy & Enterprise Solutions

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

From: Suzanne Zafonte Sennett
Deputy Commissioner

Date: January 13, 2011

Subject: Revised Individualized Service Plan (ISP) and issuance of the revised Medicaid Service Coordination (MSC) Agreement Form/Process

The purpose of this memo is to issue revisions to the ISP and MSC Agreement related to the October 2010 MSC restructuring. The goal of these changes is to streamline MSC paperwork requirements by eliminating duplicative information and information and process requirements that do not add value to the individualized person-centered planning process while reducing the paperwork burden and workload of service coordinators.

Attached is an Administrative Memorandum on program standards that describes the changes to the Individualized Service Plan (ISP) format and distribution timeframes that took effect on October 1, 2010. Also attached is the revised format for the Medicaid Service Coordination Service Agreement.

MSC Vendors may phase in the use of the streamlined ISP format the next time the ISP needs to be rewritten for each individual. MSC Vendors may also phase in the use of the new Service Coordination Agreement form the next time the Service Coordination Agreement is due to be renewed for each MSC participant.

Revised ISP format and instructions:

The revised ISP format contains the minimum program requirements for ISPs and supersedes the minimum requirements from the pre-October 2010 ISP format. **MSC vendors should follow the streamlined processes and other requirements outlined in the revised ISP instructions attached to the ISP ADM of when the new ISP format is used to rewrite ISPs.**

Specific changes to the ISP format and distribution and process requirements include the following:

- Valued outcomes no longer need to be repeated in the valued outcomes in Section 2: Individualized Service Environment. The valued outcomes only need to be described in Section 1: Narrative.

- In order to make it easier for service coordinators to track review timeframes, there is now a place for the service coordinator to indicate whether the individual was present for the ISP review, i.e. the ISP review meeting was “face-to-face”.
- The order of the signature lines on the ISP is changed so that the MSC service coordinator’s signature line is first.
- Long term clinic services are no longer listed in a separate section from the other state-funded services; instead these services will be included under Medicaid State Plan Services.
- For all services other than HCBS Waiver services: *Frequency, Effective Date, Duration, (and Valued Outcome* per above) are no longer required elements.
- The required ISP distribution timeframe has been increased from 45 to 60 days from the review date.
- *Provider Name* and *Date Sent* will no longer be required as an ISP element. Inclusion of this distribution information on the ISP is optional; however, the provider still needs to document the entities that the ISP was distributed to and the dates of distribution.
- Clarification is added that the ISP (and any addendums and/or revisions) and the services described in the ISP remain in effect until a new ISP is written.
- Clarification added on ISP date and review dates.
- Clarification that the ISP does not need to be redistributed after an ISP review, if no changes have been made to the ISP.
- More guidance included on how to write a profile and the information to include in the safeguard section.

Service Coordination Agreement:

The revised Service Coordination Agreement continues to outline individual rights and responsibilities under MSC and the activities of the service coordinator. This document is reviewed and signed with the person upon enrollment in MSC so that the individual and others involved with the person understand the purpose of MSC.

Annually, the service coordinator reviews the information in the Service Coordination Agreement with the individual and documents in the MSC Note that this occurred. To eliminate duplicative information and unnecessary paperwork distribution to re-obtain signatures, the Service Coordination Agreement no longer needs to be signed annually. However, a copy of a signed Service Coordination Agreement must be retained in the Service Coordination record for each individual served by the Vendor.

The signed Service Coordination Agreement should be forwarded to the new MSC provider when a person changes vendors, or the new vendor may choose to execute the Service Coordination Agreement again with new individuals that they serve.

Questions:

Questions on the ISP program standards advisory can be directed to Eric Pasternak at (518) 474-1274 or Eric.Pasternak@opwdd.ny.gov.

Questions on the revised Service Coordination Agreement can be directed to Lynda Baum-Jakubiak at (518) 474-5277 or Lynda.Baumjakubiak@opwdd.ny.gov.

We appreciate your cooperation and participation in helping to move this important initiative forward.

cc: Provider Associations
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