PROGRAM SUPPORT UNIT (PSU) STAFF USER GUIDE

H1700-1 HCBS STAR+PLUS WAIVERS INDIVIDUAL SERVICE PLAN (ISP) FORM

TMHP
Texas Medicaid & Healthcare Partnership
A STATE MEDICAID CONTRACTOR

v2024_0516

Contents

PSU ISP Form Workflow Process

Before PSU staff begins the workflow process, the managed care organization (MCO) has submitted the ISP form. The form will automatically go through the verification program, and if there are no errors found, the ISP form will be submitted to the Service Authorization System (SAS). SAS will then update the form. If the form is an initial ISP, the H2065–D/DS notification letter will be generated by PSU staff and sent to the member, and a copy will be sent to the MCO.

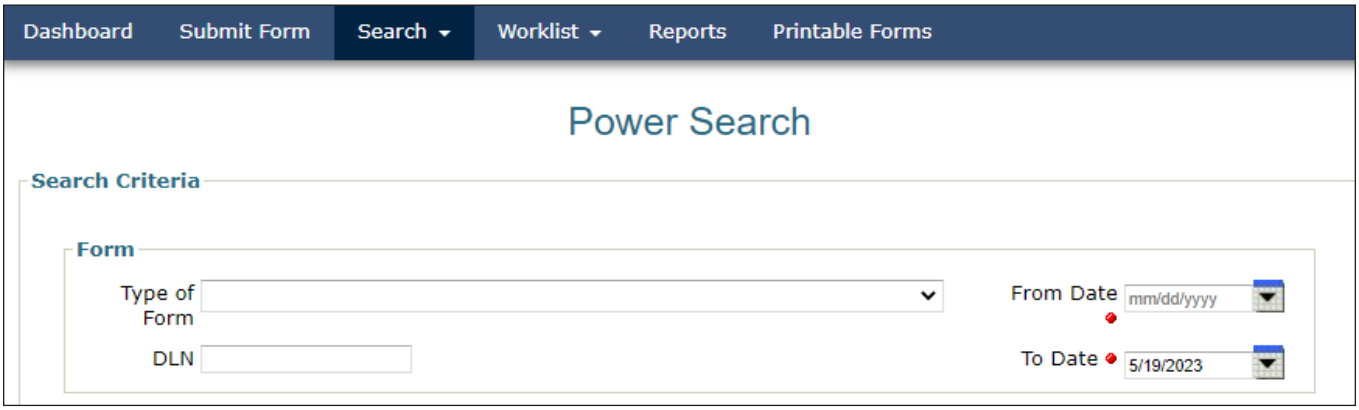
Sometimes, certain status codes will prevent the form from being processed correctly. PSU staff is responsible for resolving these status codes. If the verification program finds an error in the ISP form, then PSU staff will need to search for the following status codes in the Long-term Care Online Portal (LTCOP):

- Pending PSU Review
- PSU Action Required
- Pending Notification

Using Power Search to Locate Documents by Status Code

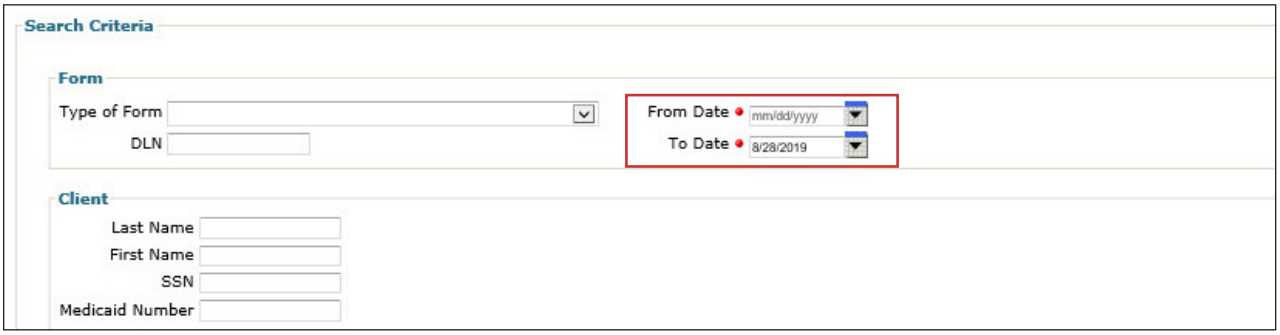
Use the Power Search feature on the LTCOP to locate ISP forms according to their status codes. Log into the LTCOP, and the Form Status Inquiry (FSI) page will be displayed.

Click **Search** and select Power Search from the drop-down menu.

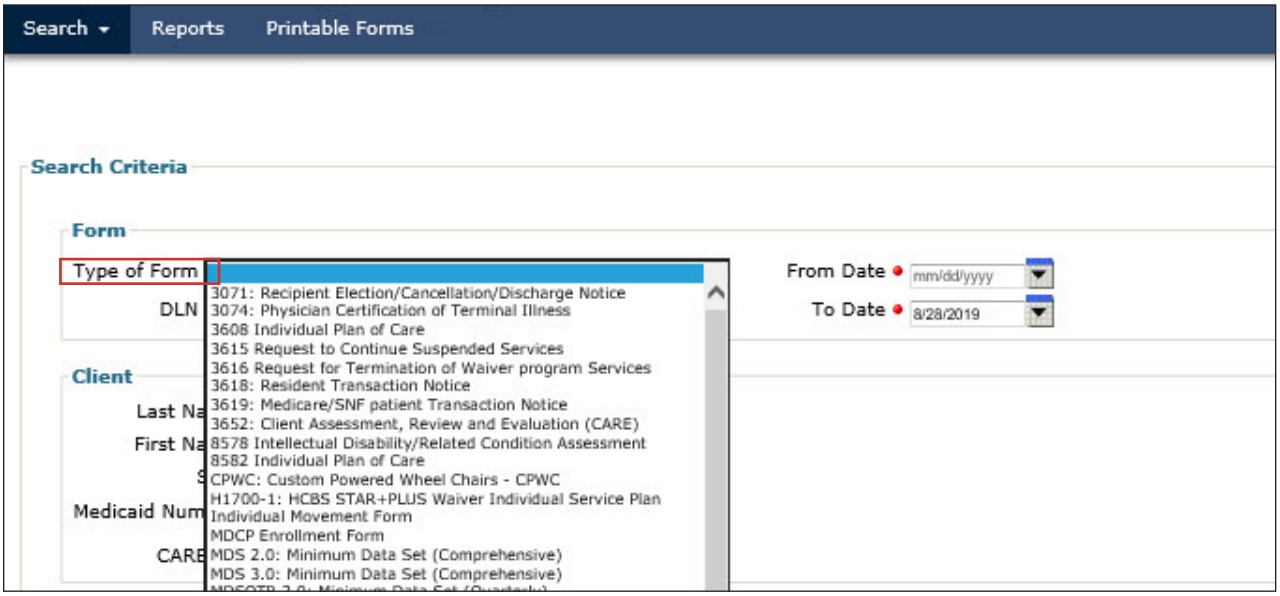


The blue navigational bar at the top of the page shows all the activities that PSU staff are able to access. All PSU staff have the same access level.

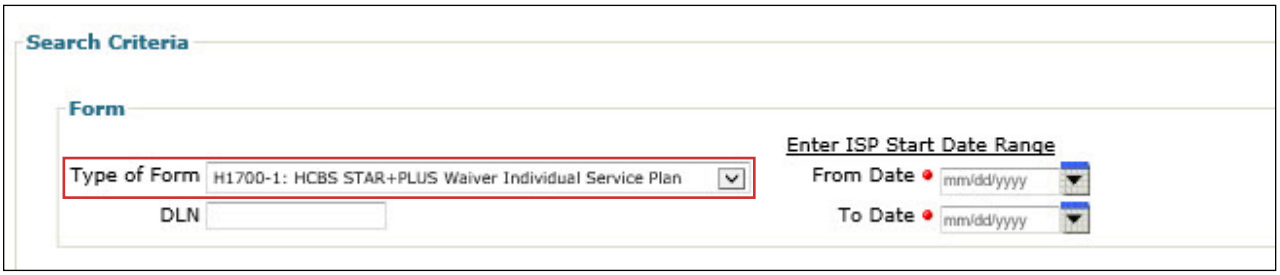
On the Power Search page, the only required fields are the To Date and the From Date. While you only need to fill in the required fields (indicated by red dots), you can narrow the search results by completing additional fields.



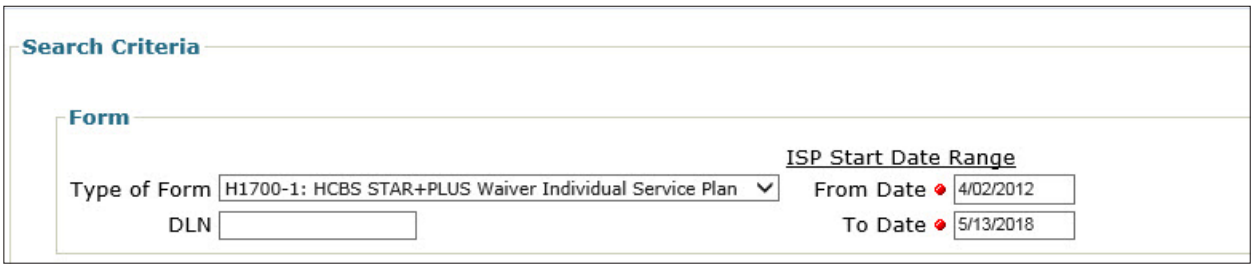
Click the arrow in the Type of Form field. The drop-down menu will be displayed and show a list of the different forms that can be searched for.



Click **H-1700-1: HCBS STAR+PLUS Waiver Individual Service Plan**. The Type of Form field will populate with the chosen form name.



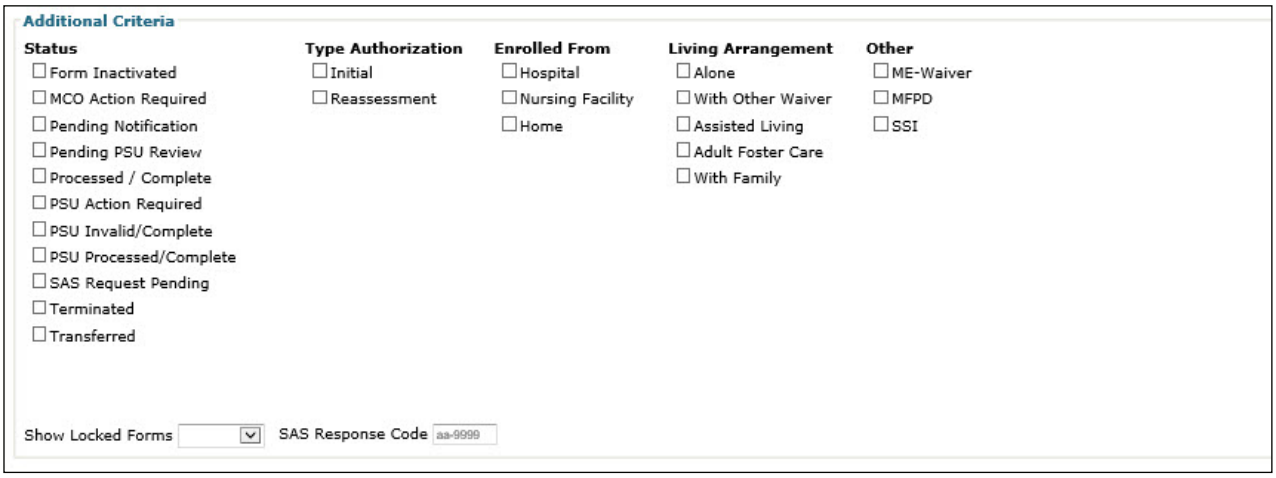
In the ISP Start Date Range fields, select the From Date and To Date to set the search range. Enter a larger date range to get a broader search and a smaller date range to narrow the search.



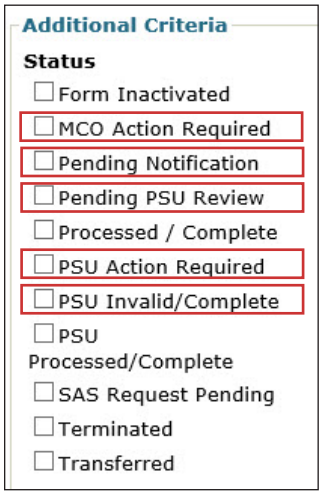
Search for a specific person using any of the criteria in the Applicant/Member fields.

Search for forms submitted by a particular vendor by adding information in the Vendor fields. Choosing a Plan Code and a Service Area from the drop-down menus narrows the search results.

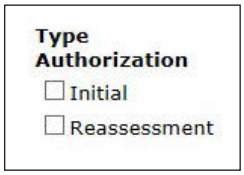
Selecting search criteria in the Additional Criteria field will narrow the search results even more.



- Status – One way to narrow results is to search by status codes. A search can be conducted by choosing one or several status codes. PSU staff have several status codes that they are responsible for reviewing, including MCO Action Required, Pending Notification, Pending PSU Review, PSU Action Required, and PSU Invalid/ Complete.



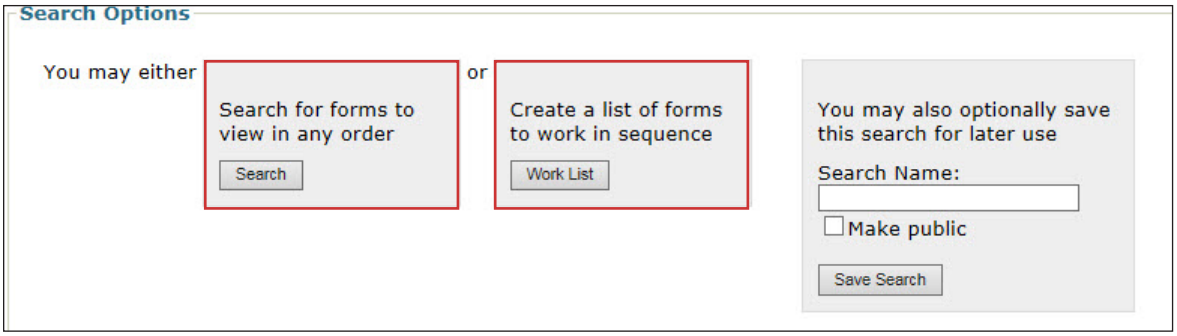
- Type Authorization – PSU staff can also search for initial or reassessment authorizations.



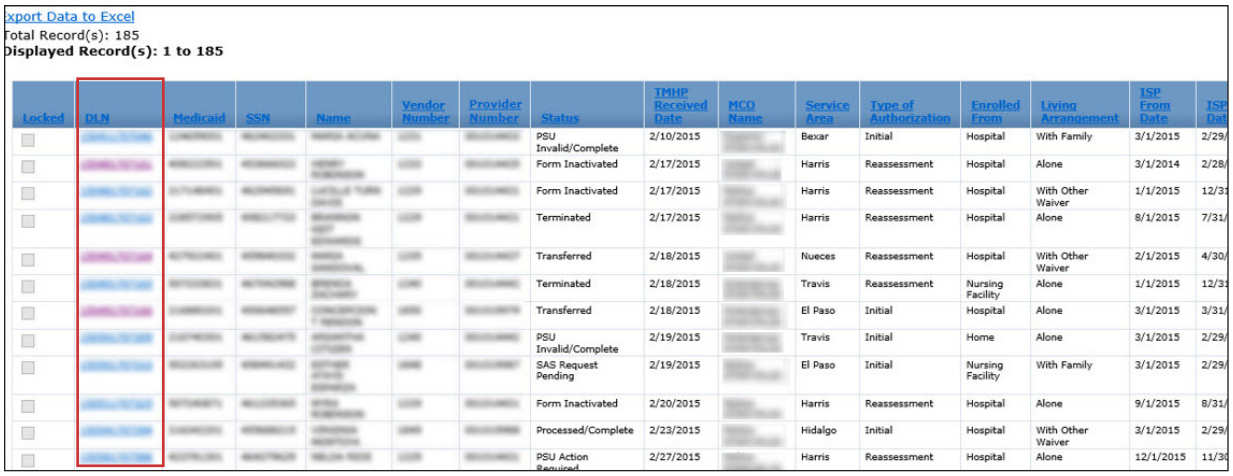
- Other – The ME-Waiver box is not checked on initial assessment form searches for members that are not Supplemental Security Income (SSI) members. It should be checked on *SSI-related* and non-SSI people for initial assessments to alert PSU staff that coordination with Medicaid for the Elderly and People with Disabilities (MEPD) is required. The ME-Waive box is not used on reassessments because this coordination is not necessary. If an MCO inadvertently checks the ME-Waiver box for a reassessment, the system will bypass the PSU review and proceed directly into SAS.

After you have entered all the relevant search criteria, scroll to the bottom of the form and select the search option to use. PSU staff can either click the **Search** button to search for forms in any order or click the **Work List** button to create a list of forms to work in sequence. Select the best option for the type of search that is being done. Search results will be displayed at the bottom of the Power Search page. The data contained in the search can be exported

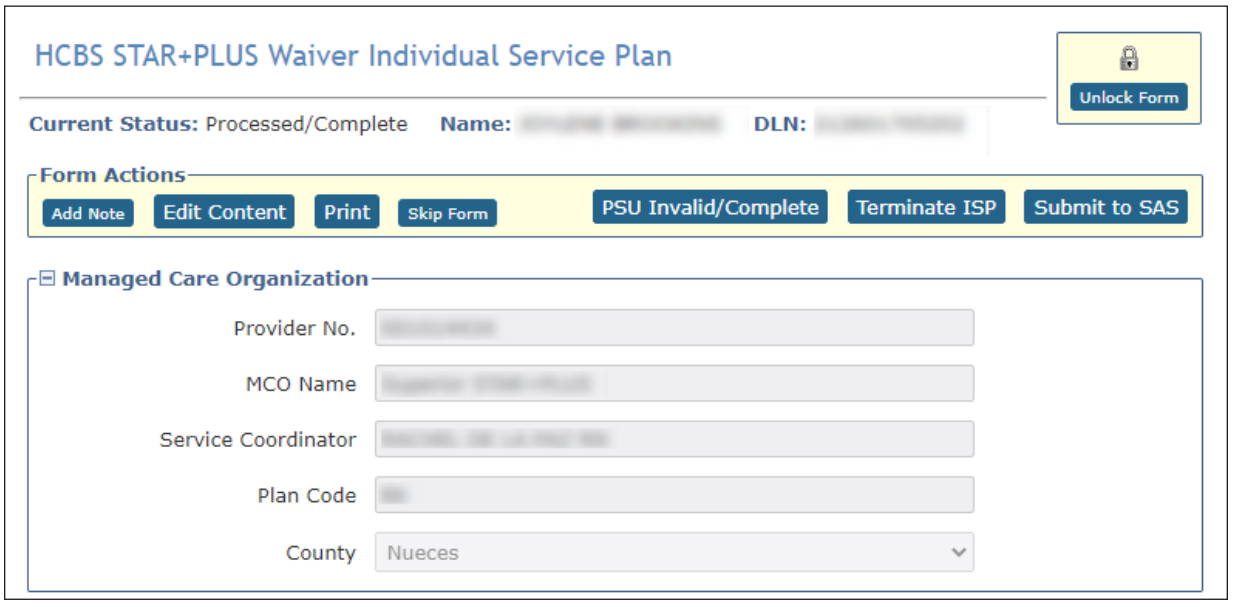
to Excel or Adobe PDF, or it can be saved for later use.



- If you click **Search** to select the "Search for forms to view in any order" option, the search results will be listed by the Document Locator Number (DLN). Click on any column hyperlink to sort information by that column header.

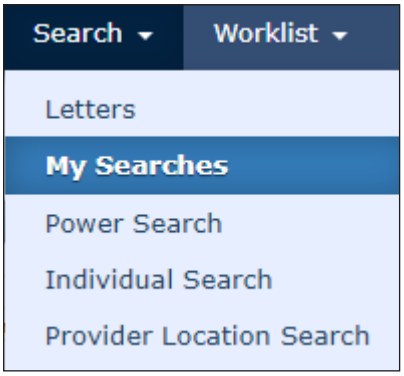


- If you click **Work List** to select the "Create a list of forms to work in sequence" option, the search results will default to opening the first ISP form in the list.



Searches can also be saved. Each search will need to be named.

After the search has been named, click **Save Search**. The Search results can then be found under My Searches. Click **My Searches** in the blue navigational bar to show the list of saved searches.



Any named search results will appear in the Defined Searches list.

Status Codes

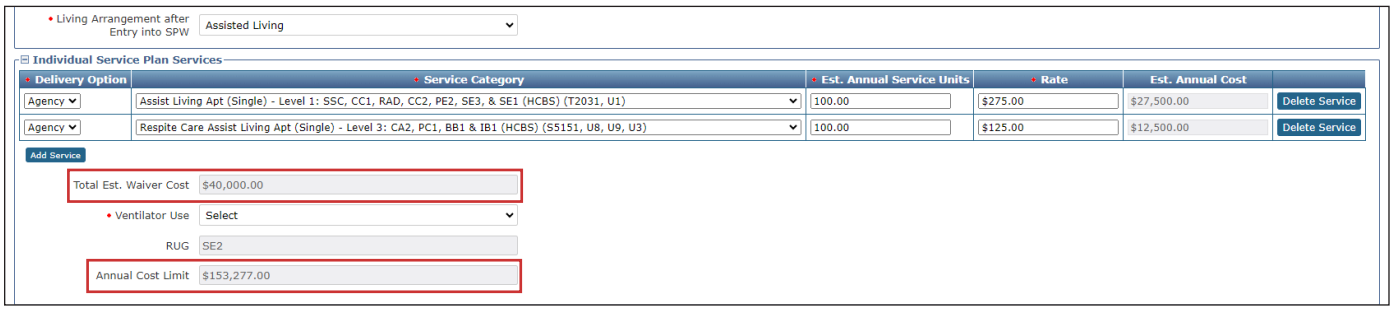
The ISP form can be in any number of statuses as it is processed, but PSU staff should be aware of these status codes in particular:

- Pending PSU Review
- PSU Action Required
- Pending Notification

Pending PSU Review Status Code

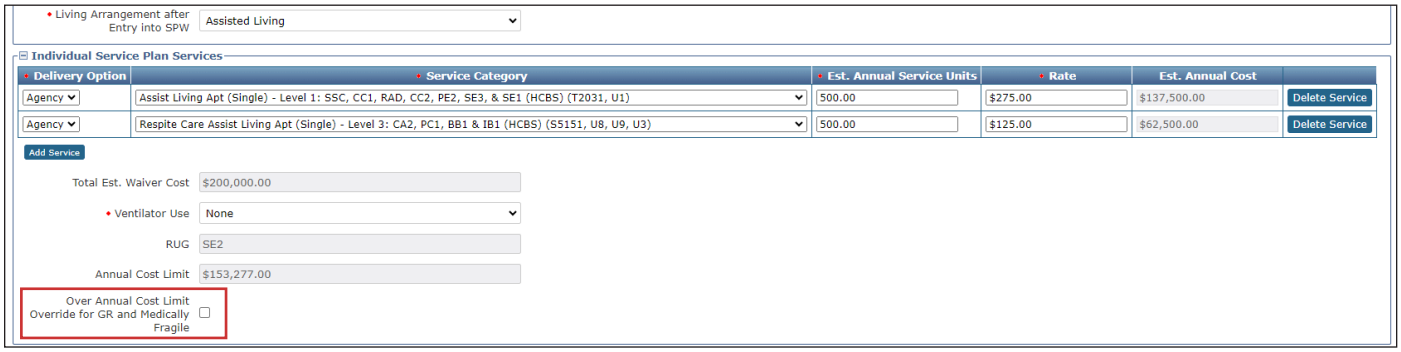
When there is a status code of Pending PSU Review, PSU staff should check the following items:

- **Total Estimated Waiver Cost Exceeds Annual Cost Limit** – The Total Estimated Waiver Cost cannot exceed the Annual Cost Limit.

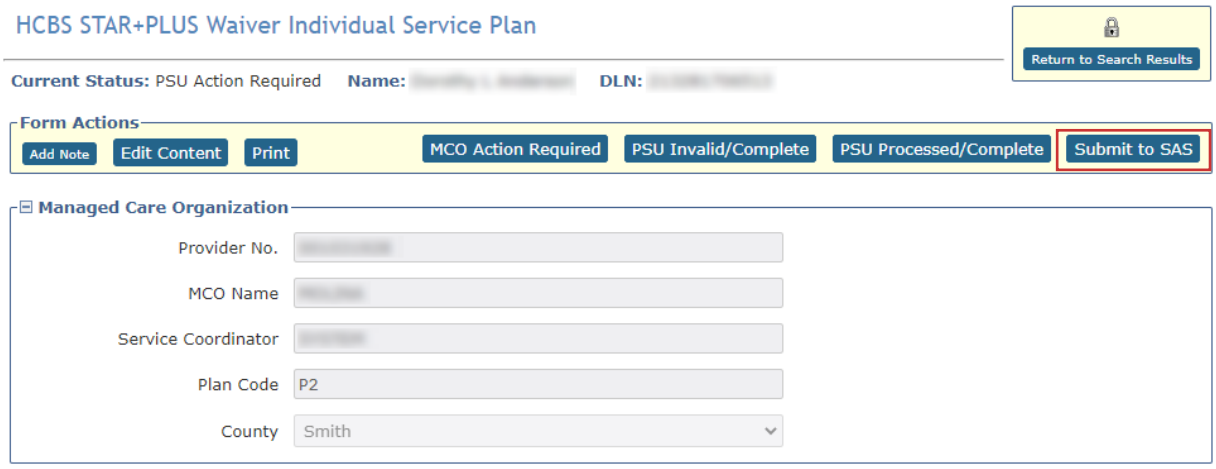


If the MCO submitted an authorization with a Total Estimated Waiver Cost that exceeds the annual cost limit, PSU staff will need to follow standard policy to determine whether the overage has been approved or if the matter will need to be referred to the HHSC High Needs Coordinator.

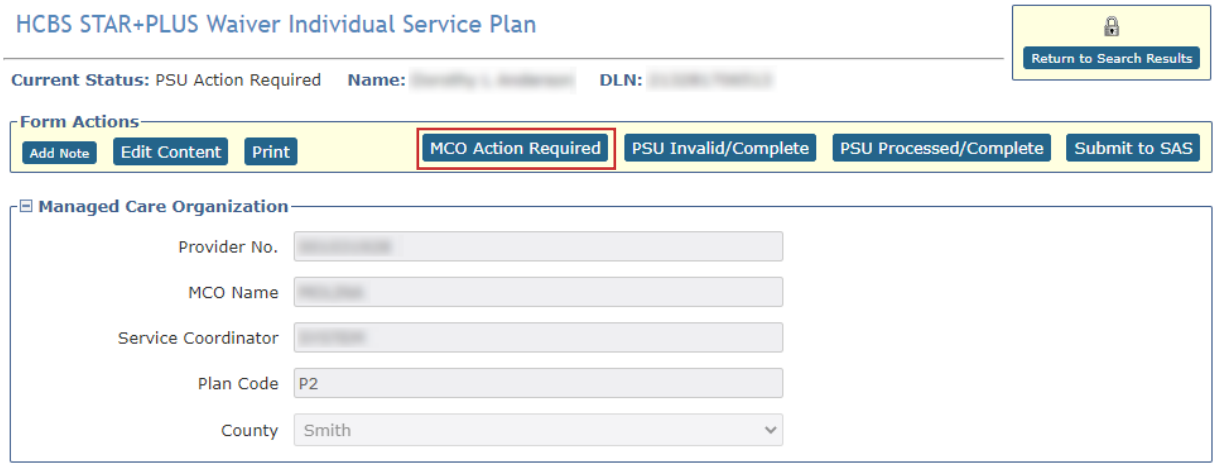
- **Over Annual Cost Limit override with GR approval** – The Over Annual Cost Limit override with GR approval box will only be displayed if the Total Est. Waiver Costs exceeds the Annual Cost Limit. The MCO should click the checkbox. PSU staff may click the checkbox if they are completing the ISP form on behalf of the MCO.



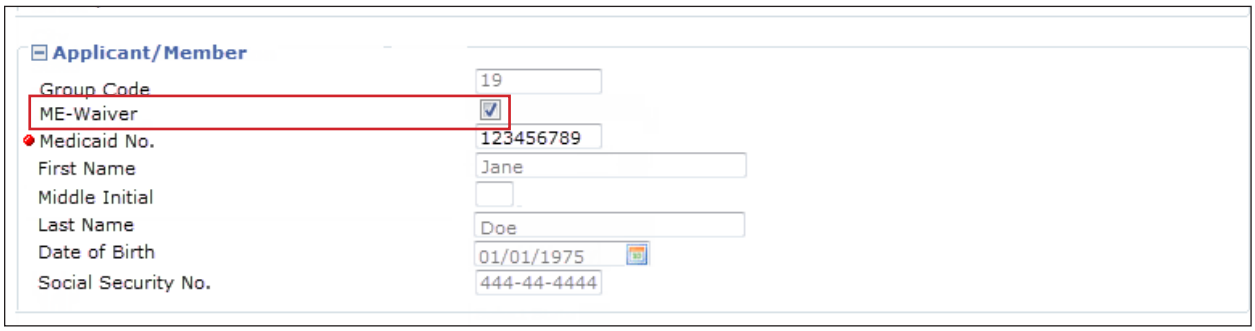
If the overage is approved, click **Submit to SAS** in the Form Actions bar at the top of the form. The status will change to SAS Request Pending, and the form will then go through the SAS process.



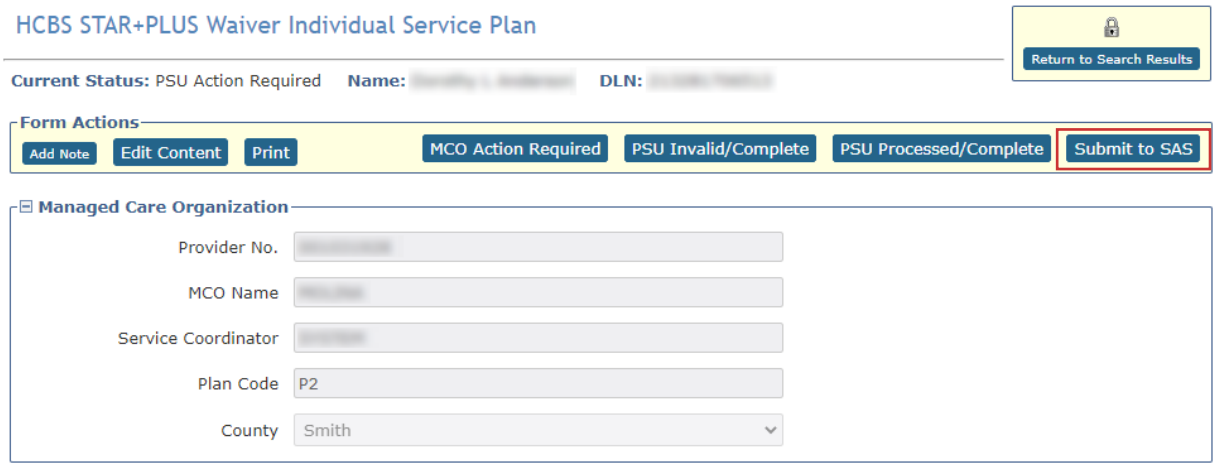
If the overage is not approved, click **PSU Invalid/Complete**. PSU staff will take the appropriate actions to manually generate Form H2065-D using the denial reason for exceeding the ISP cost limit.



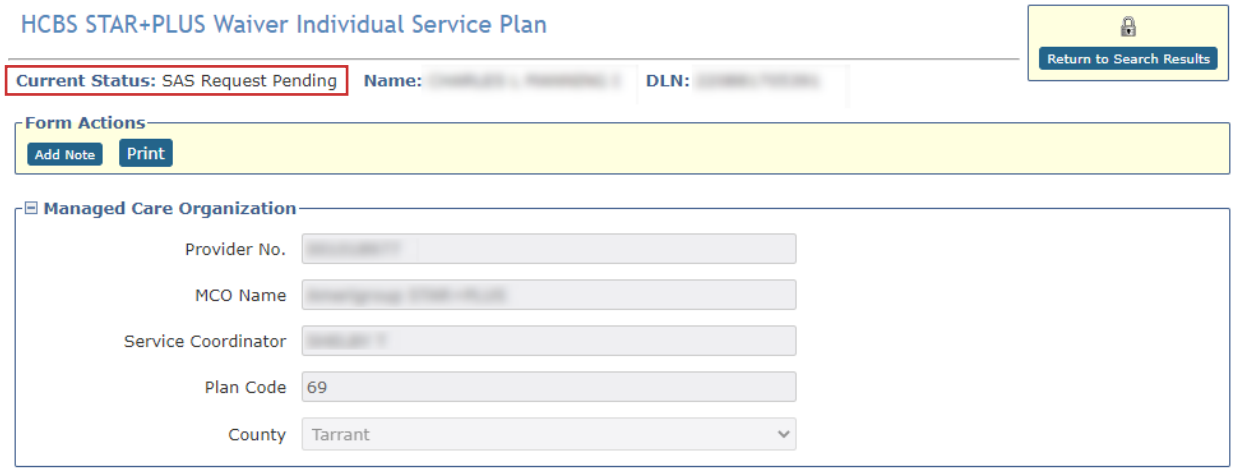
- **ME-Waiver Box** – When the MCO checks the **ME-Waiver** box, a status code of Pending PSU Review will be displayed.



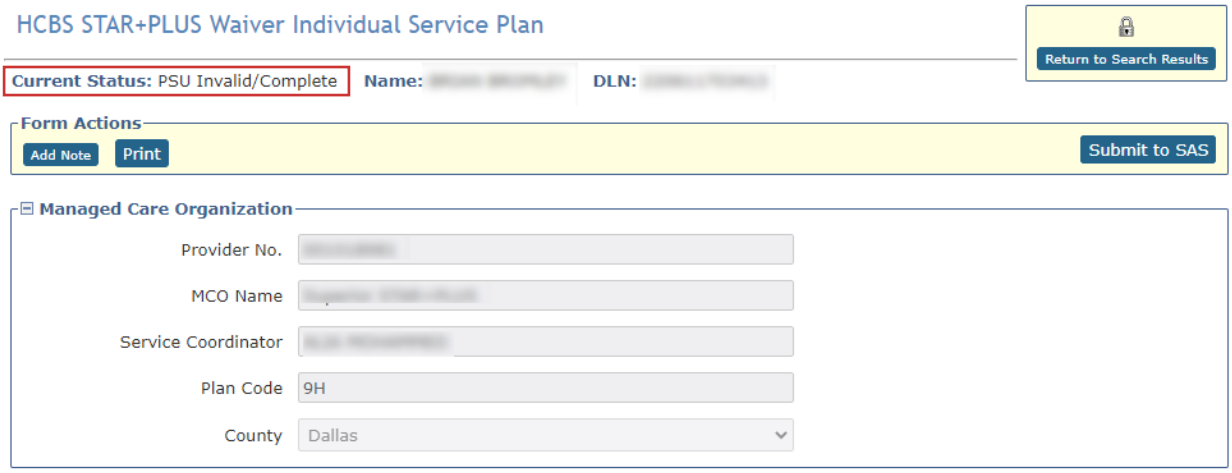
PSU staff will then need to confirm that the applicant meets Medicaid financial eligibility requirements. If the applicant meets all STAR+PLUS HCBS program eligibility requirements, click the **Submit to SAS** button.



The status code will then change to SAS Request Pending, and the form will move on through the process.



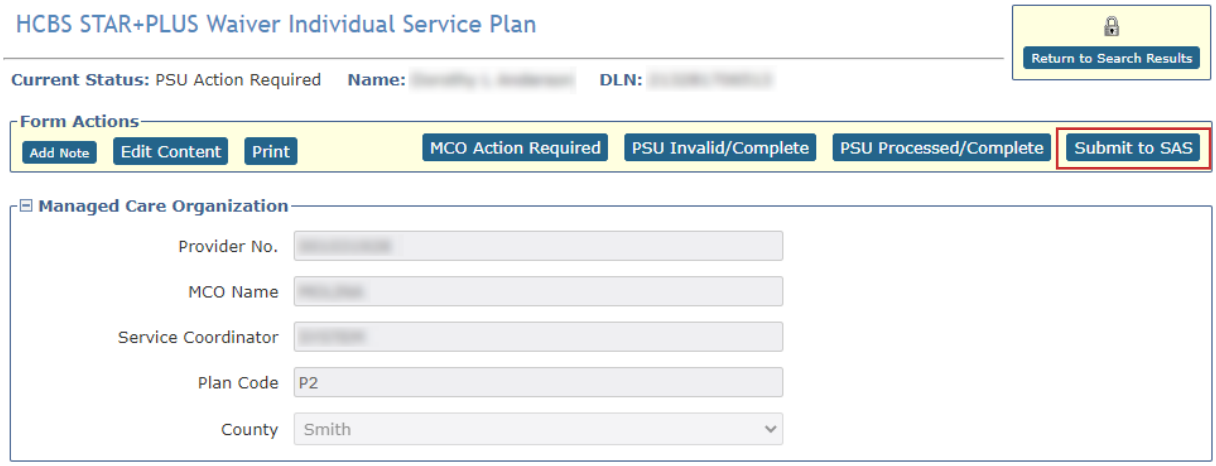
If the applicant does not meet STAR+PLUS HCBS program eligibility requirements, click **PSU Invalid/Complete**, and the status code will change to PSU Invalid/Complete.



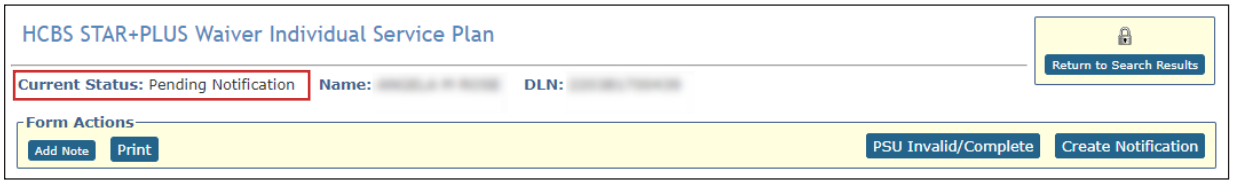
PSU Action Required Status Code

The next status code is PSU Action Required. This status occurs when an unsuccessful SAS response code is returned, and the following steps should be taken:

1) PSU staff should research SAS and the LTCOP to determine if there are any issues to correct. Once PSU staff correct the issue, click the **Submit to SAS** button, and the ISP will be updated.



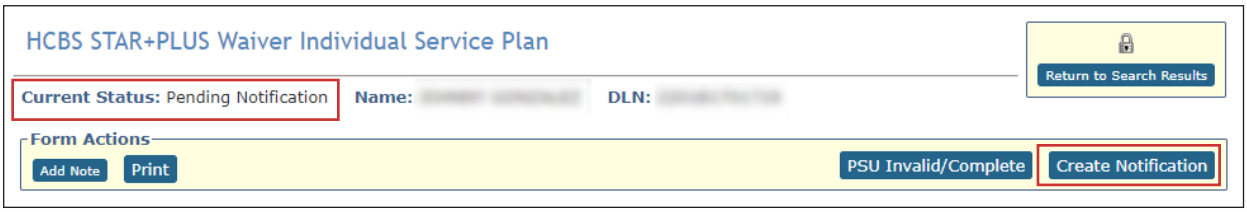
2) If this is an initial, non-transferred ISP (*not* a reassessment), the status will be changed to Pending Notification.



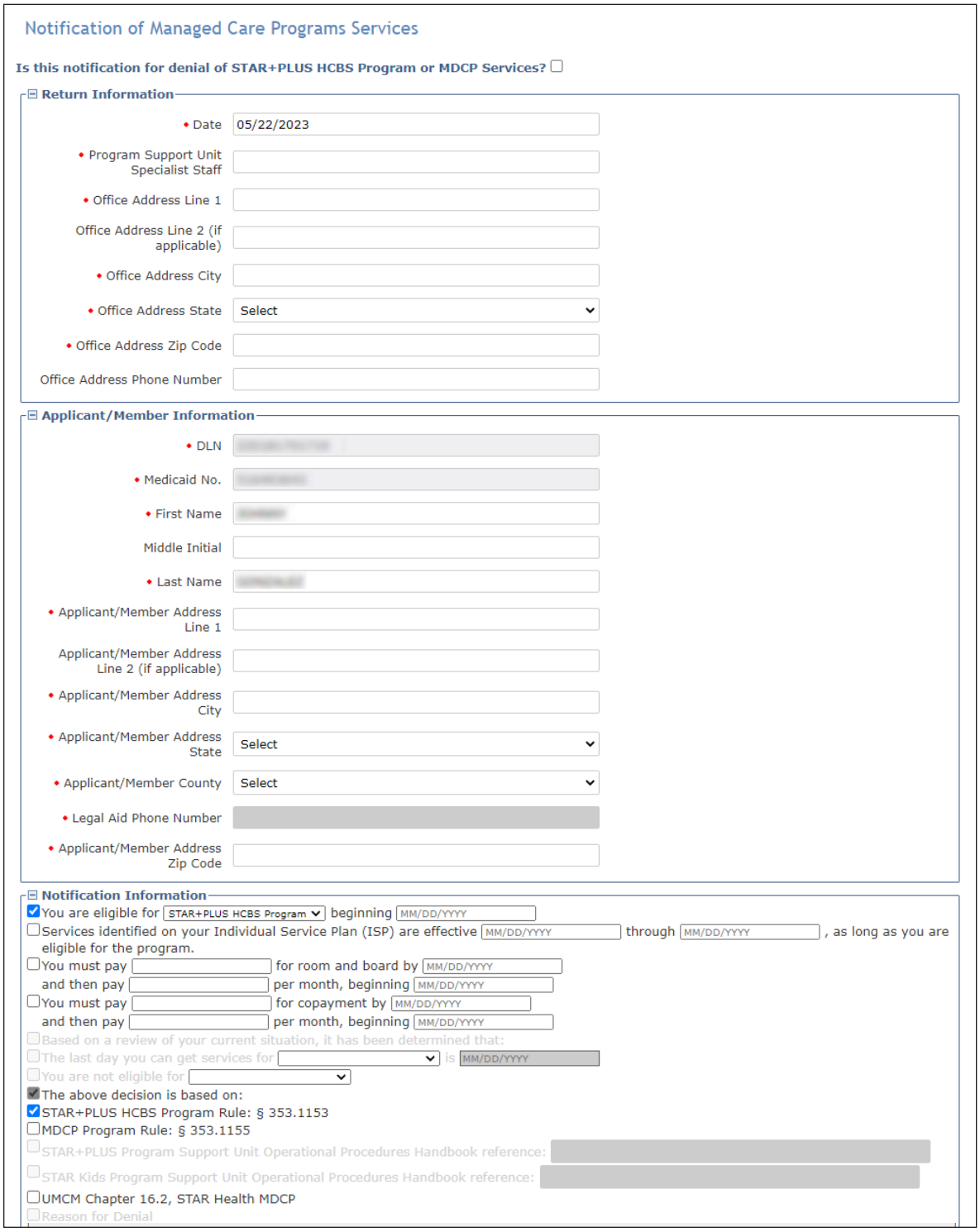
3) If this is a reassessment, the status will be changed to PSU Processed/Complete, and the form will continue through the process.

Pending Notification Status Code

When the ISP form moves into Pending Notification status, action by PSU staff is required. Click the **Create Notification** button.

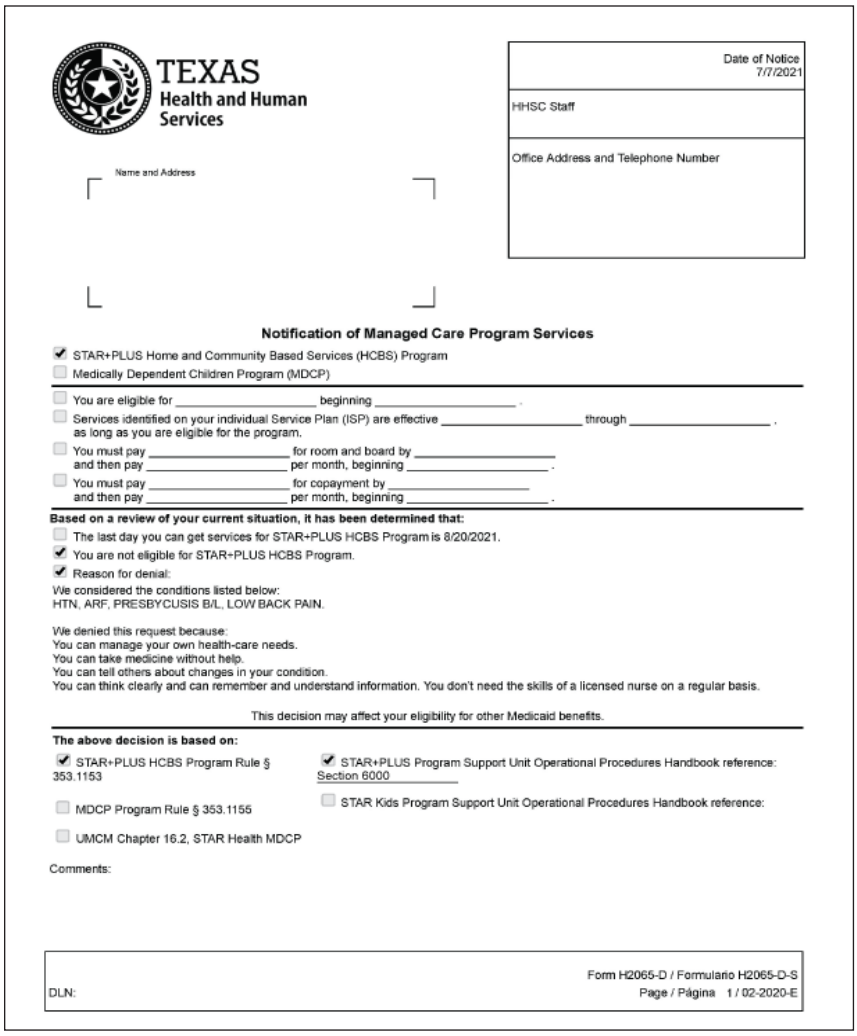


1) The H2065-D/DS notification letter form will be displayed with certain information autofilled. If PSU staff clicks the **Denial** box at the top of the form, the section in gray will become active, and all necessary fields can be completed.



2) Complete the Notification letter form, and click the **Generate Notification** button.

The Notification H2065-D/DS letter will be displayed as a PDF document and can be printed or saved.



TEXAS
Health and Human Services

Date of Notice
7/7/2021

HHSC Staff

Office Address and Telephone Number

Name and Address

Notification of Managed Care Program Services

☑ STAR+PLUS Home and Community Based Services (HCBS) Program
☐ Medically Dependent Children Program (MDCP)

☐ You are eligible for _____ beginning _____ .
☐ Services identified on your individual Service Plan (ISP) are effective _____ through _____ , as long as you are eligible for the program.
☐ You must pay _____ for room and board by _____ and then pay _____ per month, beginning _____ .
☐ You must pay _____ for copayment by _____ and then pay _____ per month, beginning _____ .

Based on a review of your current situation, it has been determined that:

☐ The last day you can get services for STAR+PLUS HCBS Program is 8/20/2021.
☑ You are not eligible for STAR+PLUS HCBS Program.
☑ Reason for denial:

We considered the conditions listed below:
HTN, ARF, PRESBYCUSIS B/L, LOW BACK PAIN.

We denied this request because:
You can manage your own health-care needs.
You can take medicine without help.
You can tell others about changes in your condition.
You can think clearly and can remember and understand information. You don't need the skills of a licensed nurse on a regular basis.

This decision may affect your eligibility for other Medicaid benefits.

The above decision is based on:

☑ STAR+PLUS HCBS Program Rule § 353.1153
☑ STAR+PLUS Program Support Unit Operational Procedures Handbook reference: Section 6000
☐ MDCP Program Rule § 353.1155
☐ STAR Kids Program Support Unit Operational Procedures Handbook reference:
☐ UMCM Chapter 16.2, STAR Health MDCP

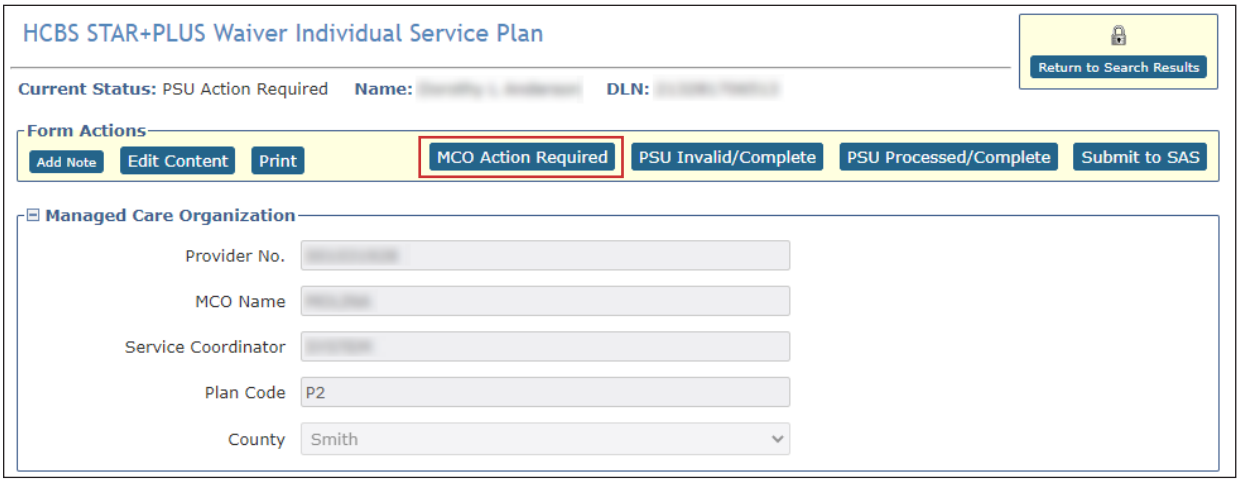
Comments:

DLN:

Form H2065-D / Formulario H2065-D-S
Page / Página 1 / 02-2020-E

Note: The letter shown above is a sample image only. The actual boxes that would be checked depend on whether the letter is an approval or a denial.

When Form H1700-1 cannot be processed because it is in PSU Action Required status, PSU staff should first research SAS to see why it was rejected (the form should enter PSU Action Required status in two to four days). Staff should then consider whether the form should be returned to the MCO for further action. If it is determined that the form does require action by the MCO, click **MCO Action Required**.



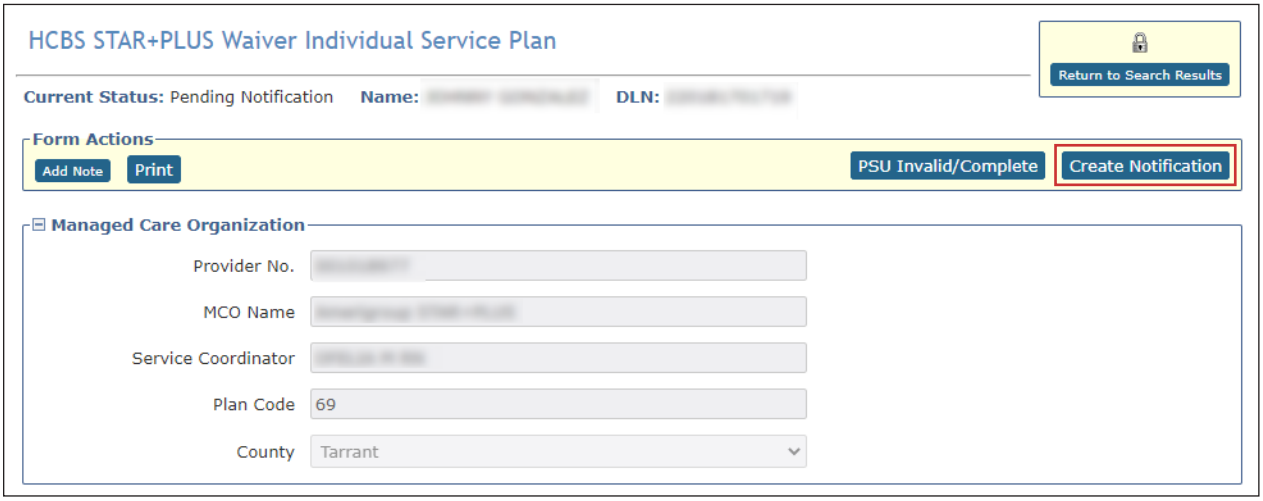
This will send the ISP form back to the MCO from which it originated, and the MCO can then inactivate the form. Once the form is in status MCO Action Required, the MCO has 45 days to inactivate the form. The 45-day deadline is *only* for forms in status MCO Action Required. The MCO cannot change information in the ISP form, so they will need to inactive the form and create a new ISP form with the correct information. The MCO can use the inactivated form as a template if the ISP is being resubmitted.

MCOs can inactivate a form when it is in one of the following statuses:

- PSU Action Required
- MCO Action Required
- Pending PSU Review

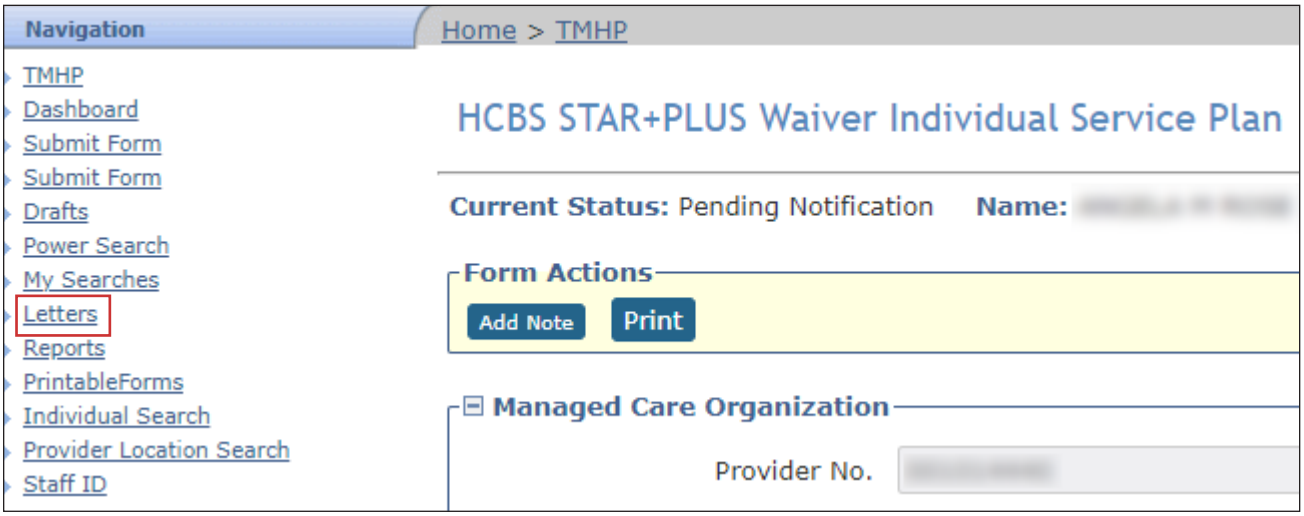
If a form in one of these statuses is not inactivated in the 45-day timeframe, it will be inactivated automatically.

When the MCO elects to *resubmit* an initial ISP, the processing will continue in accordance with the standard business rules. Once the Pending Notification status code is present, PSU staff will take action to generate the letter by clicking **Create Notification**.

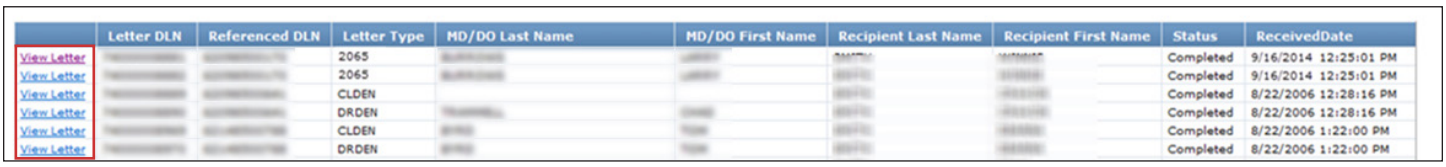


View Letter

To view a letter, click **Letters** in the Navigation panel at the left of the form.

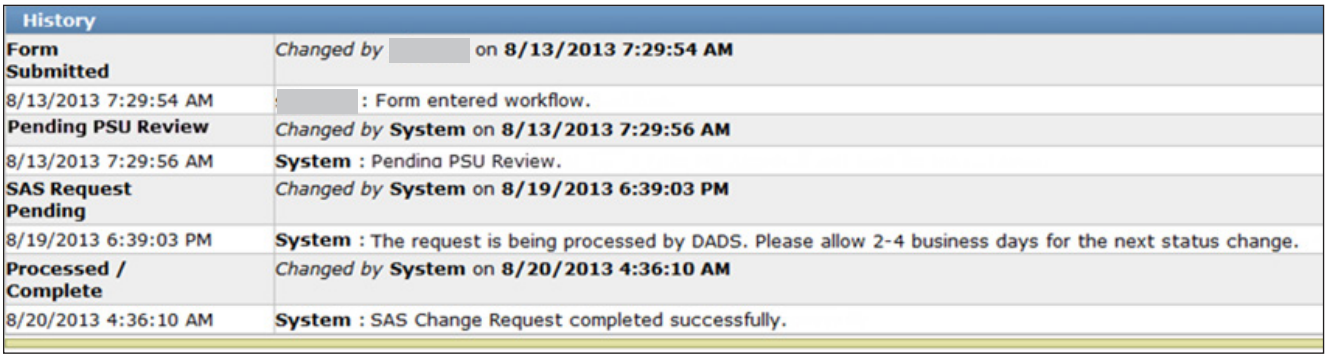


Click the **View Letter** link in the far left column. All letters that fit the search criteria will be displayed.



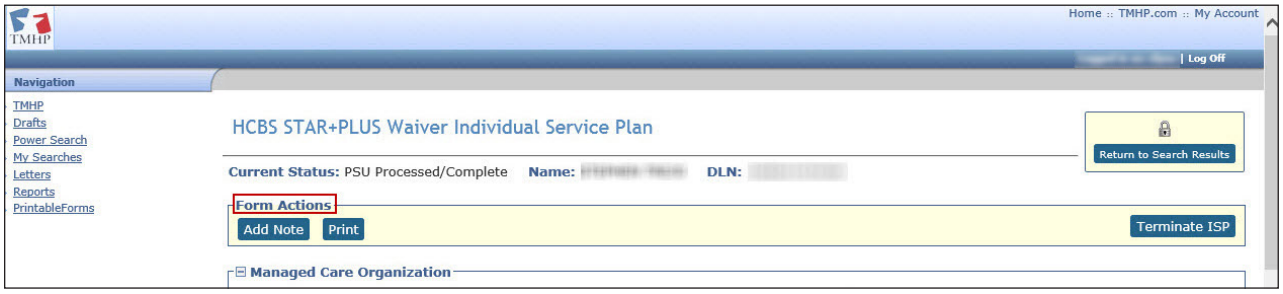
Add Note/History

PSU staff can also add notes to the History trail of the ISP form.

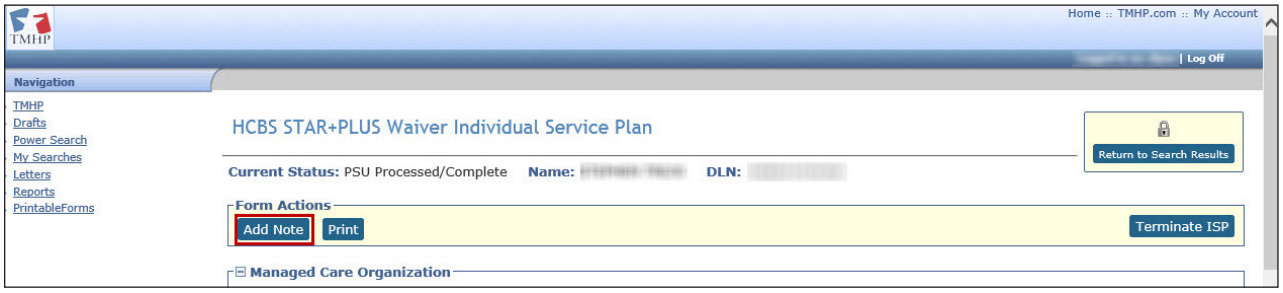


History	
Form Submitted	*Changed by* [redacted] on **8/13/2013 7:29:54 AM**
8/13/2013 7:29:54 AM	[redacted] : Form entered workflow.
Pending PSU Review	*Changed by* **System** on **8/13/2013 7:29:56 AM**
8/13/2013 7:29:56 AM	**System** : Pending PSU Review.
SAS Request Pending	*Changed by* **System** on **8/19/2013 6:39:03 PM**
8/19/2013 6:39:03 PM	**System** : The request is being processed by DADS. Please allow 2-4 business days for the next status change.
Processed / Complete	*Changed by* **System** on **8/20/2013 4:36:10 AM**
8/20/2013 4:36:10 AM	**System** : SAS Change Request completed successfully.

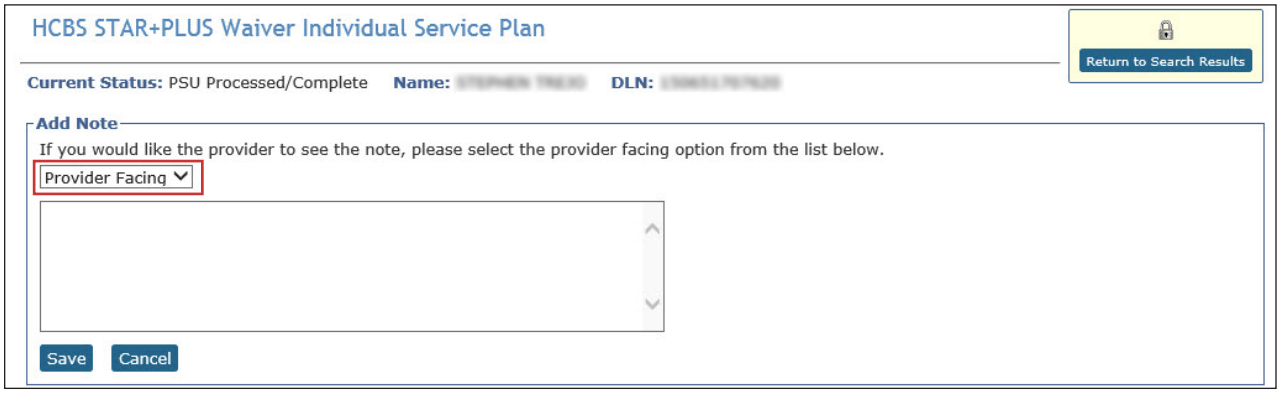
1) Locate the Form Actions bar at the top of the ISP form.



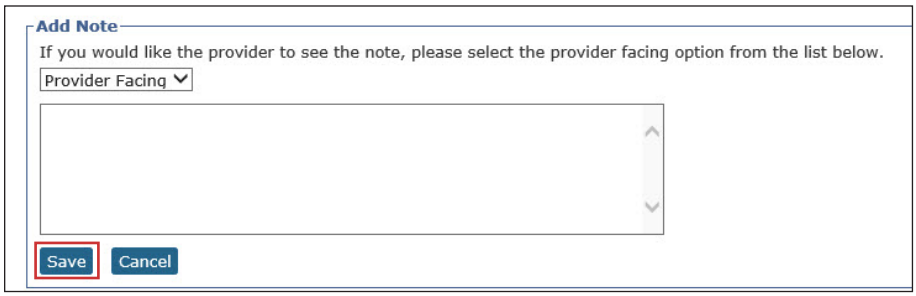
2) Click **Add Note**.



3) The Add Note box will be displayed. Enter information (up to 500 characters) in the text box. To make the note viewable to the provider, select **Provider Facing** from the drop-down box in the Add Note section.



4) Once the note is complete, click the **Save** button to save the note to the History Trail.

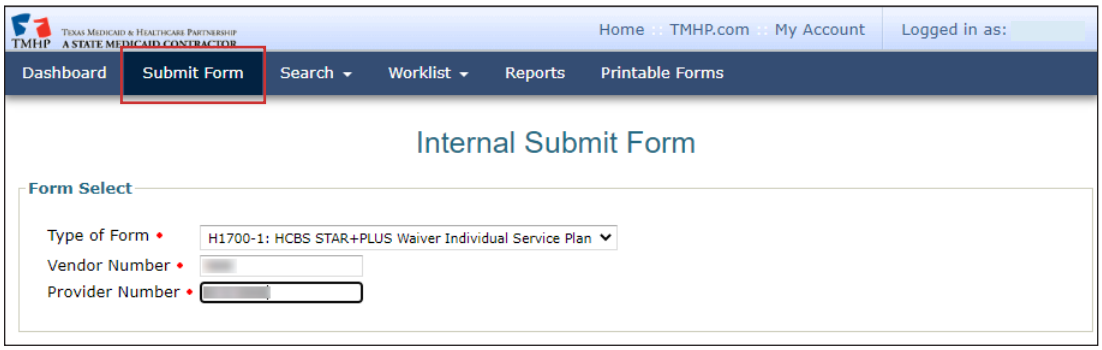


ISP Form Actions

Submitting the Form

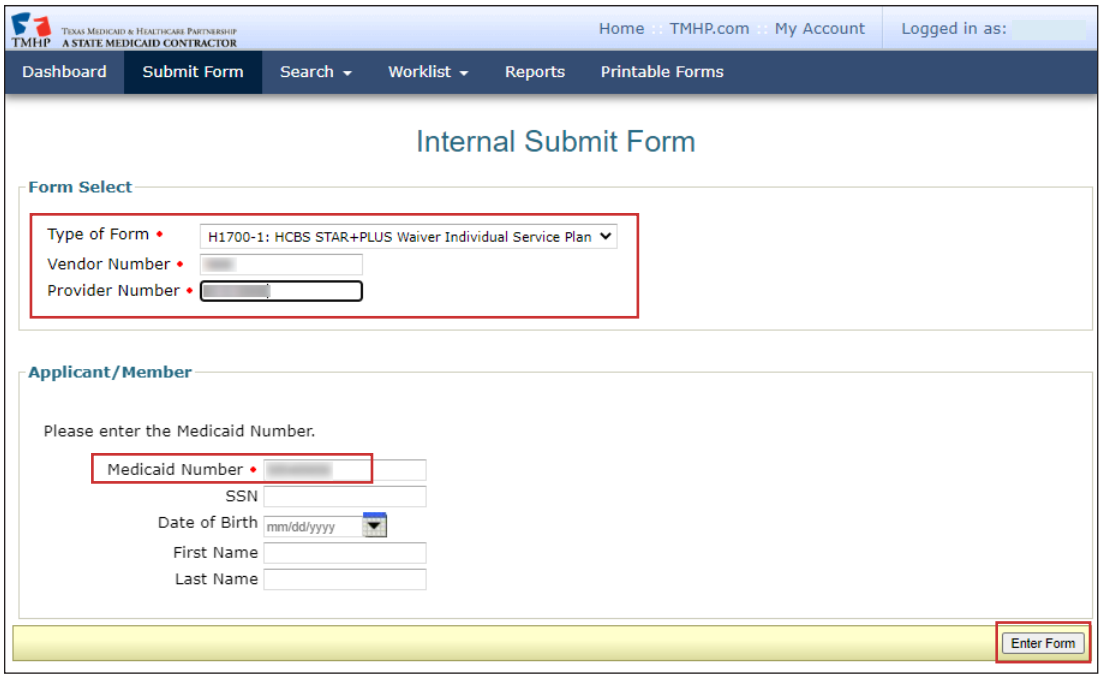
PSU Super Users can submit an ISP form on the LTCOP by following these steps:

1) Click **Submit Form** in the blue navigational bar at the top of the screen. The Internal Submit Form page will then be displayed.



2) All fields indicated by a red dot must be completed. From the Type of Form drop-down menu, select H1700 1: HCBS STAR+PLUS Waiver Individual Service Plan. Enter the appropriate Vendor Number and Provider Number in the next two fields. Then, enter the member's Medicaid number in the Applicant/Member Section.

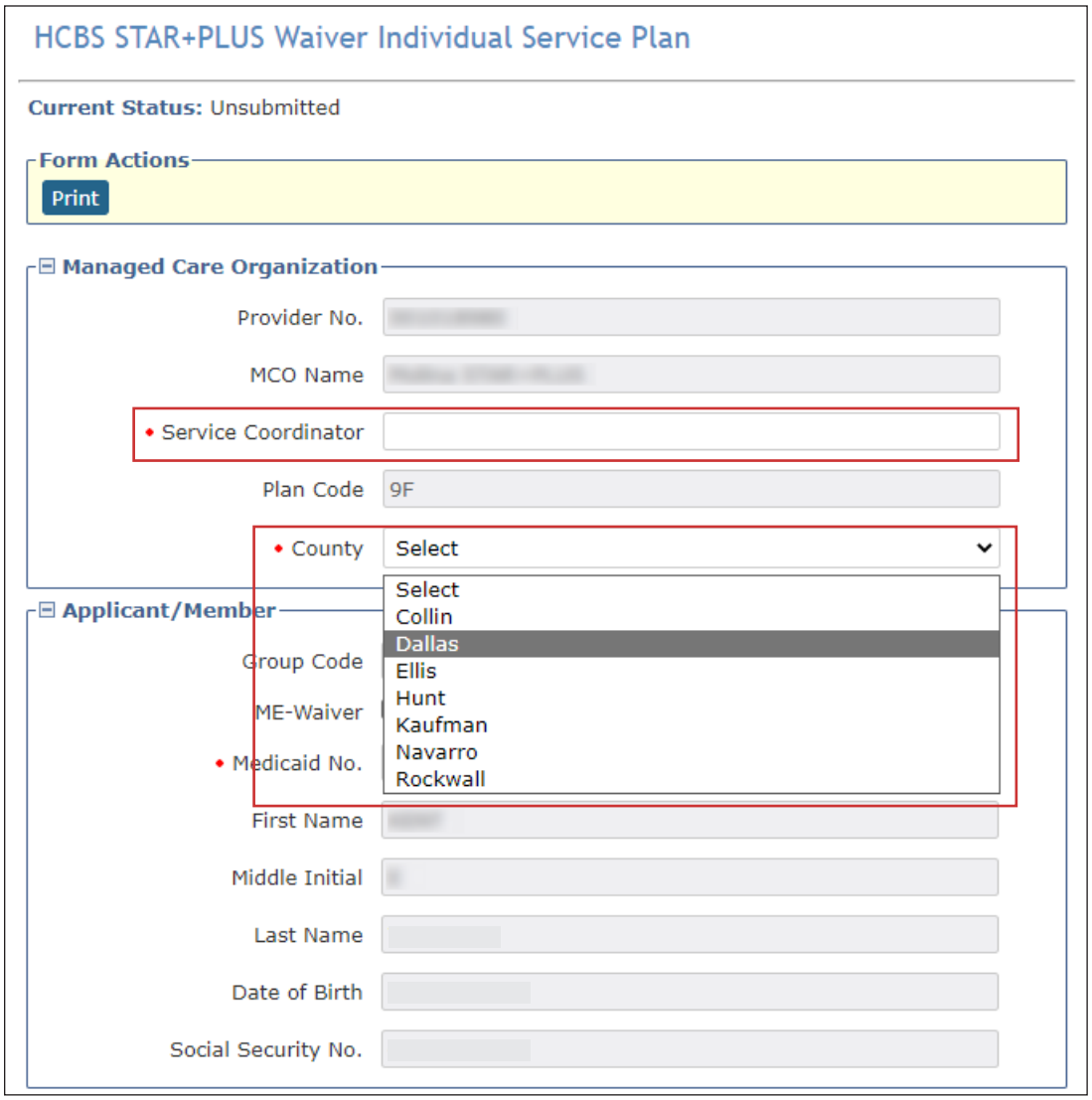
Finally, click **Enter Form** in the bottom right of your screen.



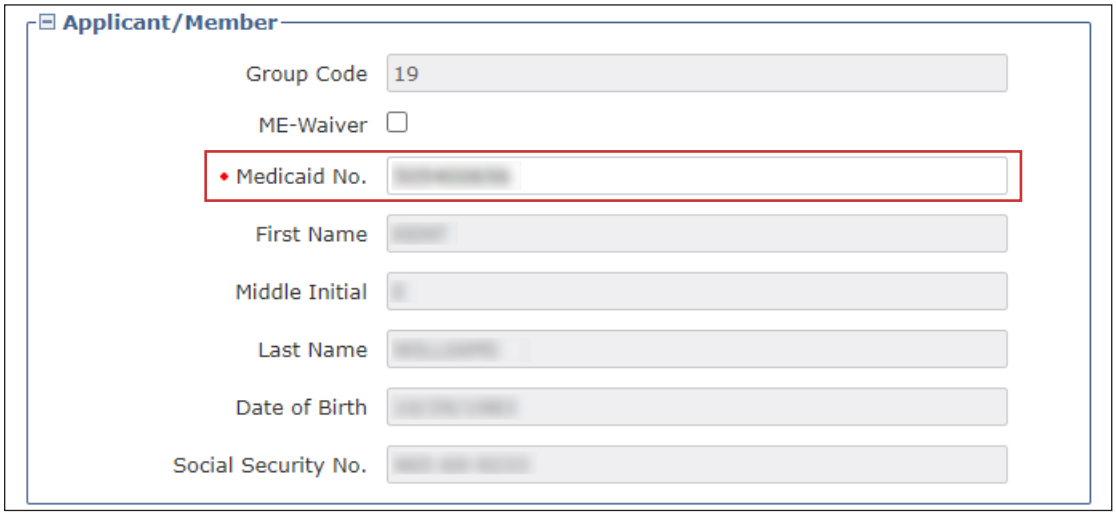
3) The H1700-1 ISP form will then be displayed. Most of the information contained in the form will be autofilled. The remaining fields that must be completed are indicated by red dots. The form's current status will be Unsubmitted. The first section of the form is titled Managed Care Organization.

Complete the Service Coordinator field with the appropriate person's name, then select the appropriate county

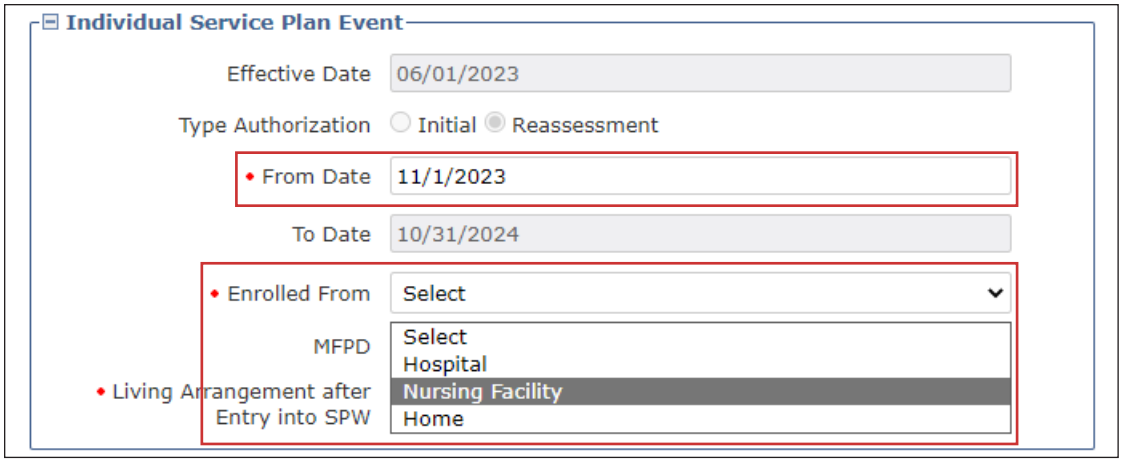
from the County drop-down menu.



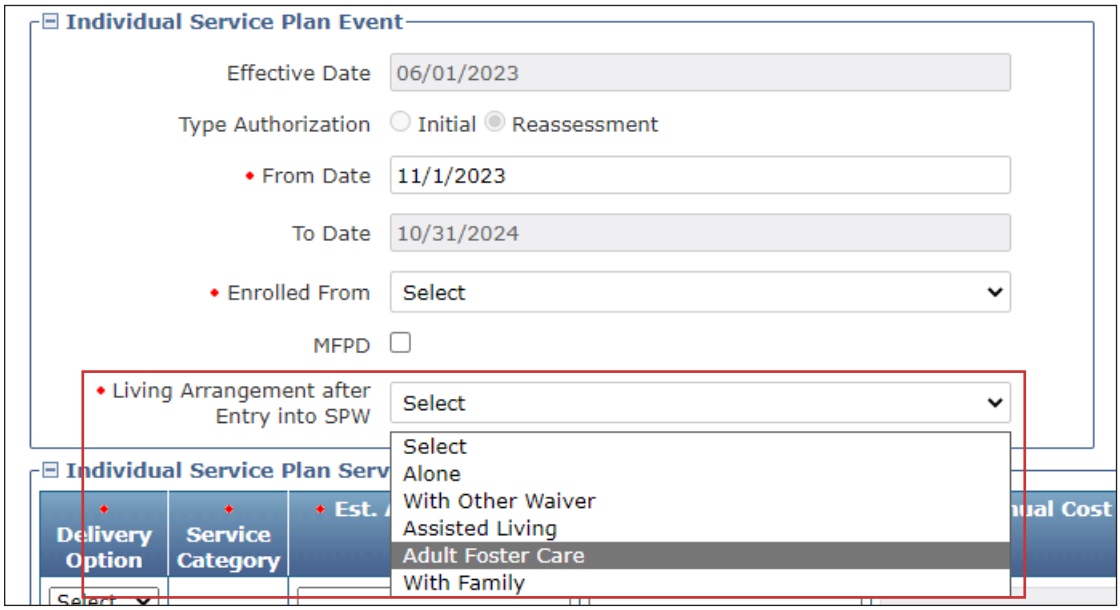
4) The next section is titled Applicant/Member. Enter the member's Medicaid number to complete that field.



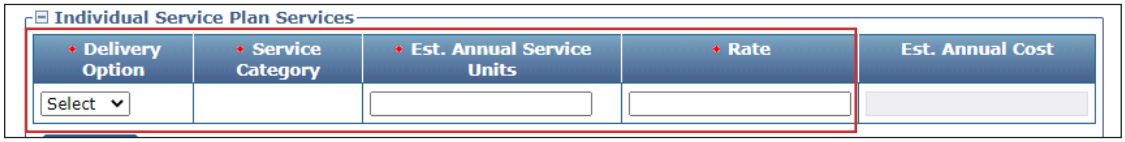
5) The Individual Service Plan Event section is next. Complete the From Date field. Then, select one of the choices shown from the Enrolled From drop-down menu.



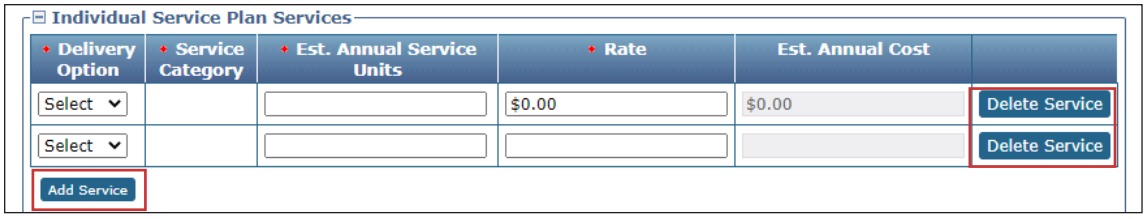
6) Next, select one of the available choices from the Living Arrangement after Entry into SPW drop-down menu.



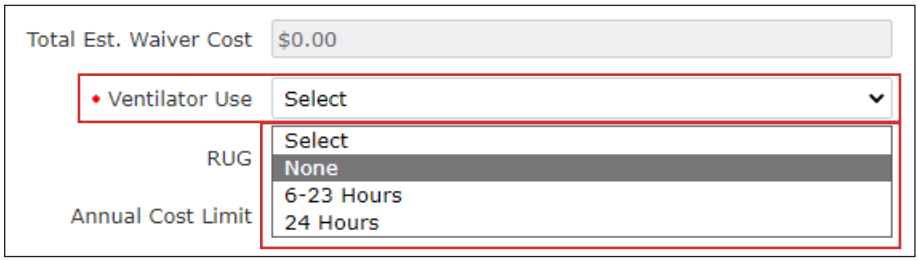
7) The final section of the ISP form is titled Individual Service Plan Services. Complete the Delivery Option, Service Category, Est. Annual Service Units, and Rate fields in the first four columns of the grid. The final column, Est. Annual Cost, will autofill based on the values entered in the Est. Annual Service Units and Rate fields.



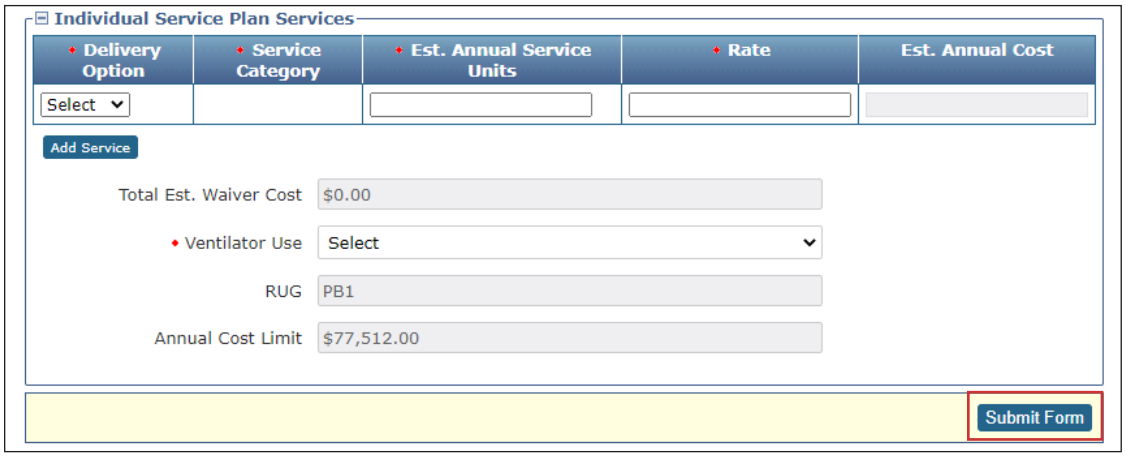
To add more services to the form, click the Add Service button and complete the required fields. If you decide *not* to add that service, click **Delete Service** at the end of the row.



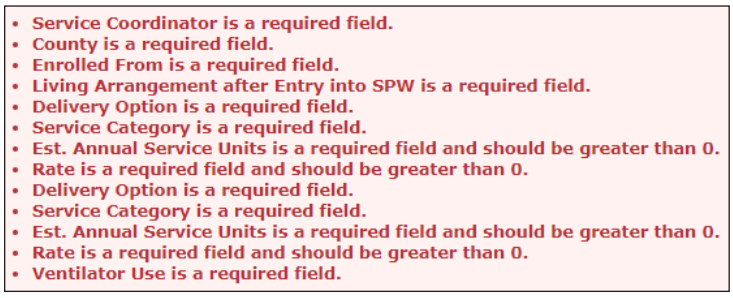
8) Three of the next four fields in the ISP Services section are autofilled. For the Ventilator Use field, select one of the choices from the drop-down menu.



9) When all sections have been completed, click **Submit Form** in the bottom right corner of the form.



If any required fields have not been completed, one or more of the following error messages will be displayed at the top of the form:



Complete all fields shown in the error message(s), then click **Submit Form** again.

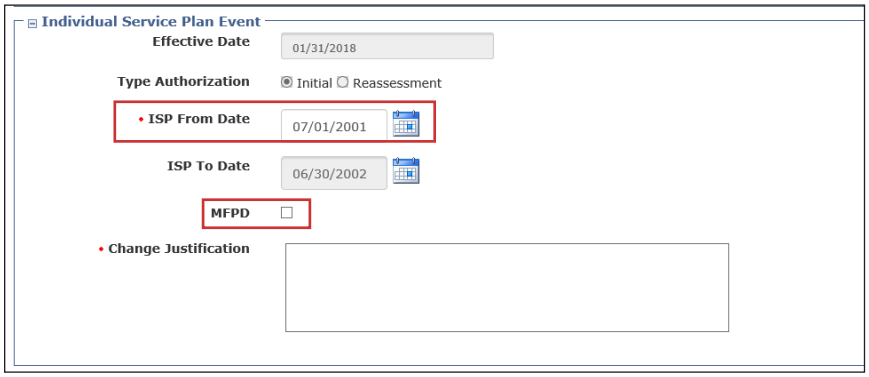
Edit Content

Using the Edit Content button on the Form Actions bar, PSU staff can edit ISP dates on Form H1700-1 when it is in one of the following statuses:

- Pending PSU Review
- Processed/Complete
- PSU Action Required
- PSU Processed/Complete
- Terminated
- Transferred

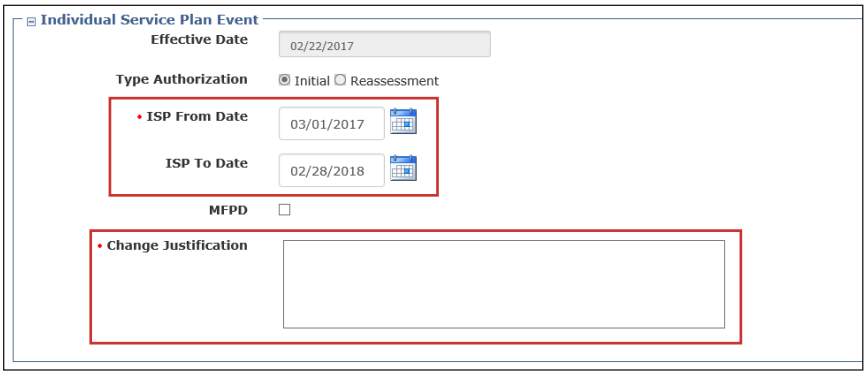
1) To edit dates on the form, click **Edit Content** on the Form Actions bar. No other changes to the form can be made by using Edit Content.

2) The ISP From Date and To Date can be modified on forms set to status Pending PSU Review**.** The MCO should check the **MFPD** box for Money Follows the Person nursing facility stay applicants who meet the qualifying institutional stay criteria.



3) For forms in statuses Processed/Complete, PSU Processed/Complete, Terminated, Transferred**,** or PSU Action Required, the ISP From Date, ISP To Date, and completion of the Change Justification text box is required when updating the ISP From Date and To Date for forms in the following statuses:

   - Processed/Complete
   - PSU Processed/Complete
   - Terminated
   - Transferred
   - PSU Action Required



- **Note:** Modifications to the fields described in these scenarios require that the user fill in the Change Justification text box (up to 500 characters) with an explanation of the reason for modification. This text box only populates when editing Form H1700-1, and it is a required field. Additionally, when the ISP From Date is changed, the ISP To Date will automatically extend for 12 calendar months. To change both dates, change the From Date first, followed by the To Date. The ISP To Date can be extended up to 4 months at a time. This allows PSU staff to extend an ISP during the fair hearing process, if necessary. The From Date does not have to be the first day of the month when using Edit Content.

4) Click **Cancel** to discard edits. Click **Save Changes** to update the content. Any entries made, including changes to the From and To Date, will be generated in the form History, detailing the changes made and the reasons for the change.

5) Once the form has been updated and the changes have been saved, click the **Submit to SAS** button to send the updates to SAS.

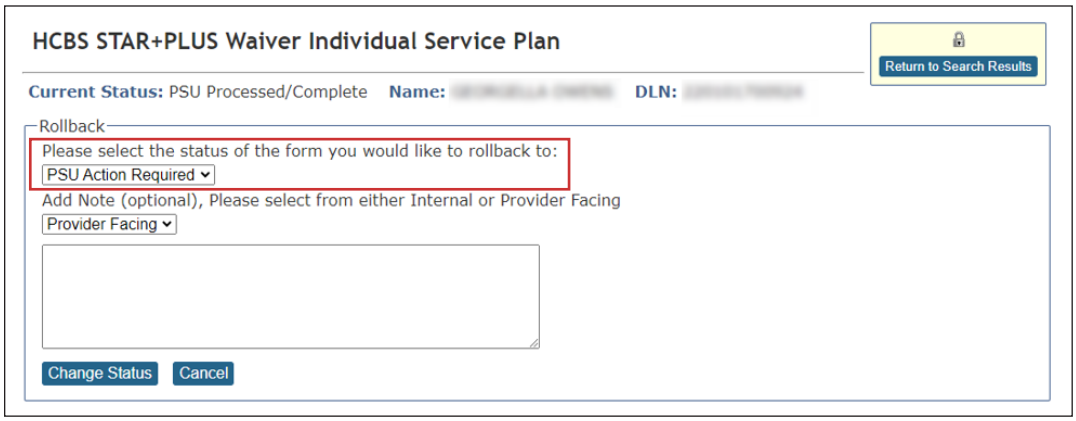
Note: When a form is in Pending PSU Review status, PSU staff must click **Submit to SAS** after the required fields have been updated.

Returning the Form to a Previous Status (PSU Super Users Only)

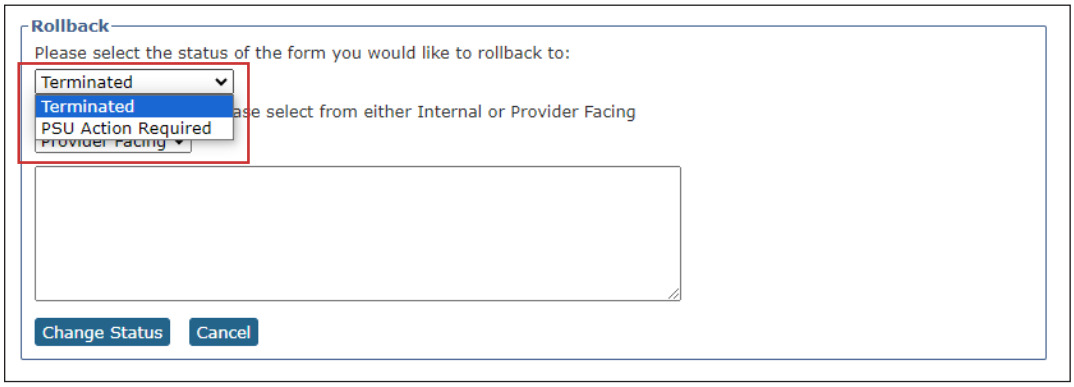
PSU Super Users may return the form to any of its previous statuses using the Rollback button. To revert to an earlier status:

1) Click the **Rollback** button on the Form Actions bar.

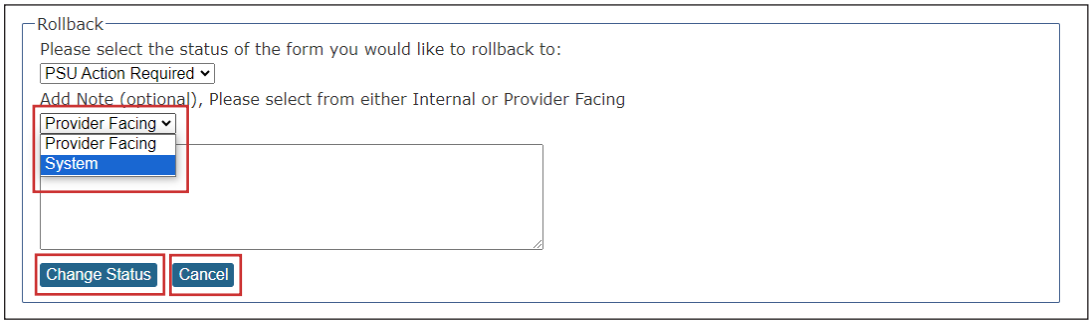
2) The Rollback section will appear.



From the drop-down menu, select one of the two available statuses (PSU Action Required or Terminated) you would like to rollback to.



3) If you would like to add a note, first select either **Provider Facing** or **System** from the Add Note drop-down menu, then add the note in the text box. Click the **Change Status** button to complete the rollback, or click **Cancel** if you do not wish to change the form status.



Invalidating the Form

PSU staff can invalidate the H1700-1 ISP form by clicking the **PSU Invalid/Complete** button on the Form Actions bar.

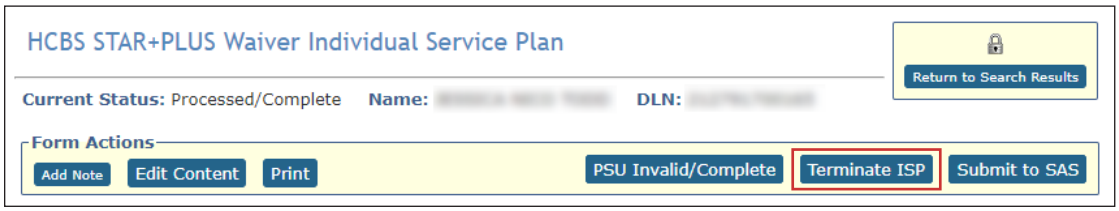
After the PSU Invalid/Complete button has been selected, the form will move to PSU Invalid/Complete. If the form has been previously submitted to SAS, PSU staff must click the **Submit to SAS** button (as seen in the image in Step 5 above) to send the updated form to SAS. The original form will then be cancelled in SAS.

Terminating the Form

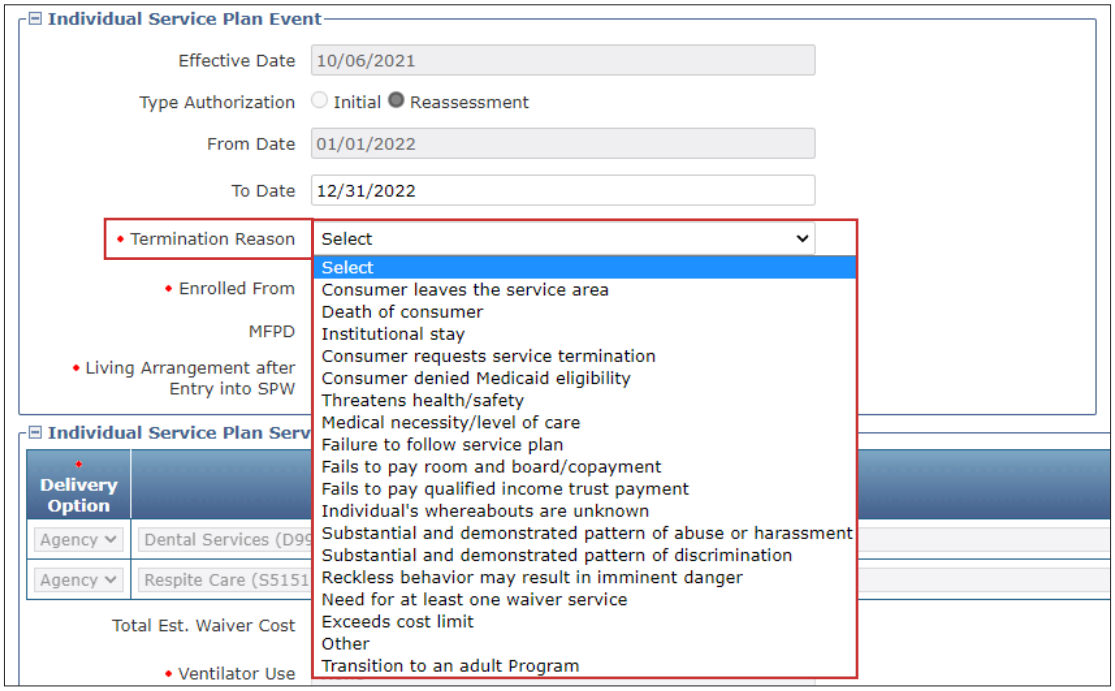
MCOs cannot terminate an ISP form. PSU staff are able to terminate a form, but only when it is in Processed/Complete or PSU Processed/Complete status.

To terminate an ISP form:

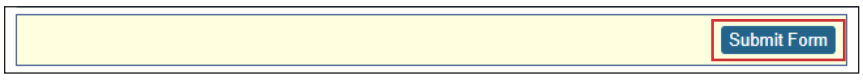
1) On the Form Actions bar, click **Terminate ISP**.



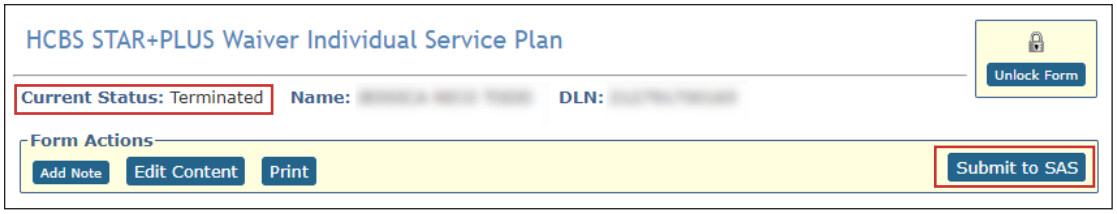
2) Select the appropriate termination reason from the drop-down menu in the Individual Service Plan Event section of the ISP. You must select a reason to proceed.



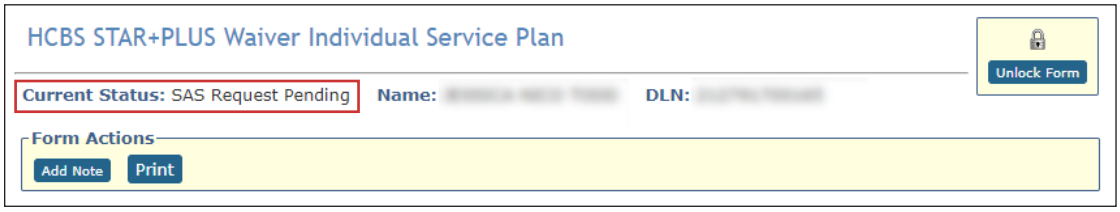
3) Click **Submit Form** at the bottom of the form.



4) The form will move to Terminated status. You must then click the **Submit to SAS** button for processing of the form to continue.



5) The form then moves to SAS Request Pending status.

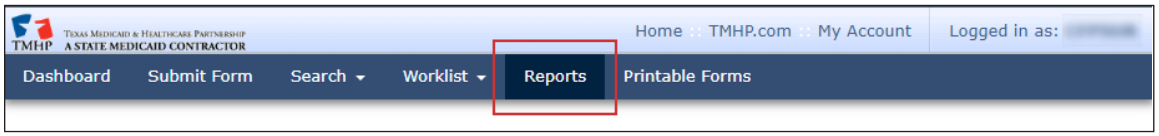


PSU Status Pending Report

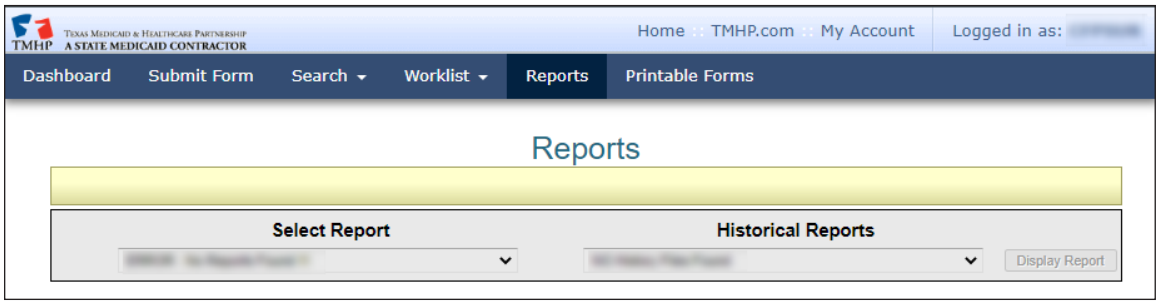
PSU staff can pull two different reports from the LTCOP in regard to the ISP form. The two reports that PSU staff can search for are:

- HCBS SPW ISP PSU Status Pending Report.
- HCBS SPW ISPs for Reassessment or Overdue Report.

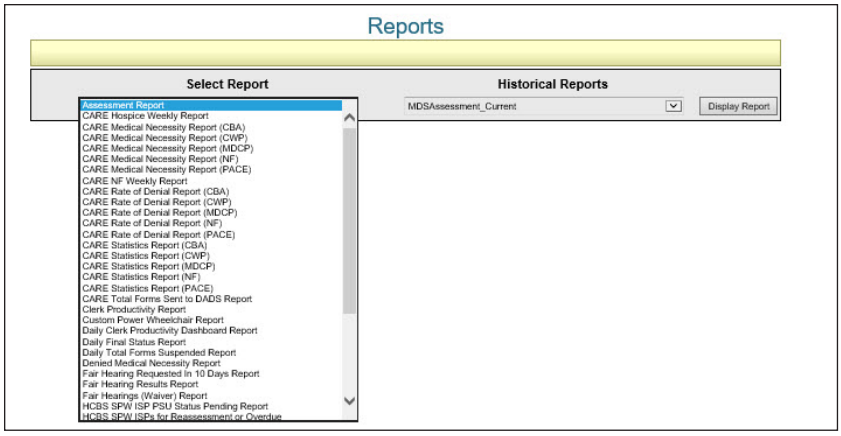
1) To start, click **Reports** on the blue navigational bar.



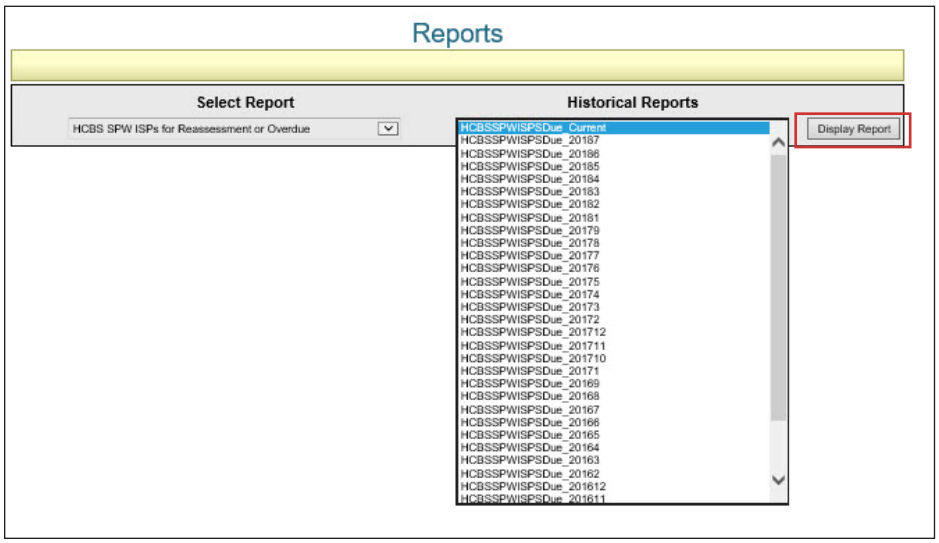
2) The reports page will be displayed.



3) On the Reports page, click the arrow beside the Select Report box. The drop-down menu will be displayed, and you can select the specific report you want to view.



4) After selecting the report type, you can then choose the Historical Report type. Click **Display Report**.



5) The search results will be displayed in a separate window. The HCBS SPW ISP PSU Status Pending Report will show you the service area, MCO Name, Plan Code, DLN, status, and how many days this ISP has been in this status.

HCBS SPW ISP PSU Status Pending Report for the Period Ending 6/30/2018

Service Area	MCO Name	Plan Code	DLN	Form Status	Days In Form Status
Harris		7Q		PSU Action Required	206
Harris		7Q		PSU Action Required	237
Harris		7Q		PSU Action Required	328
Harris		7Q		PSU Action Required	328
Number of Pending Forms for MCO: 4					

6) The Reassessment or Overdue report is used to determine which people have an expired ISP or note when the current ISP is going to expire and a new ISP has not yet been submitted. The ISP To Date of the most recent Processed/Completed ISP is used to determine when the ISP will expire. The ISPs are grouped into expiration timeframes of 61-90 days, 31-60 days, 0-30 days, or already expired. The ISP will no longer be considered expired when the ISP To Date of the most recent ISP is later than 120 days of the report run date. An ISP submitted with an ISP From Date that is later than 120 days from the previous ISP To Date is considered to be an Initial form and will not be included in the Reassessment report. Following are two examples:

   a) A person has an ISP with date range 1/1/2022 – 12/31/2022. An ISP has not yet been created for 1/1/2023 – 12/31/2023. If the report is run on 1/31/2023 (report is generated on the last day of each month), the expiring DLN will be included in the report, noting Expired (Late) in the Days Until ISP Expiration column of the report because the ISP To Date of 12/31/2022 is prior to the report run date and the ISP To Date is fewer than 120 days from the report run date.

   b) A person has an ISP with date range 1/1/2022 – 12/31/2022. An ISP has not yet been created for 1/1/2023 – 12/31/2023. If the report is run on 5/31/2023 (report is generated on the last day of each month), the expiring DLN will NOT be included in the report because the ISP To Date of 12/31/2022 is prior to the report run date and the ISP To Date is more than 120 days from the report run date.

HCBS SPW ISPs For Reassessment or Overdue for Period Ending 7/31/2019

Service Area	MCO Name	Plan Code	Days Until ISP Expiration	Expiring ISP DLN	ISP Expiration Date	MN Status
Bexar		45	Expired (Late)	[redacted]	5/31/2019	Ready
Bexar		45	Expired (Late)	[redacted]	5/31/2019	Ready
Bexar		45	Expired (Late)	[redacted]	5/31/2019	Ready
Bexar		45	Expired (Late)	[redacted]	6/30/2019	Ready
Bexar		45	Expired (Late)	[redacted]	7/31/2019	Ready
Bexar		45	Expired (Late)	[redacted]	5/31/2019	Ready
Bexar		45	Expired (Late)	[redacted]	5/31/2019	Ready
Bexar		45	Expired (Late)	[redacted]	7/31/2019	Ready