



TO: Service Coordinators using HCSIS

SUBJECT: Service Plan Instructions

DATE: May 22, 2012

An issue has been identified with HCSIS that is impacting the development of Fiscal Year 2012-2013 annual service plans as well as critical revisions for existing service plans. Outdated information that existed in HCSIS has interfered with the most recent updates and systems changes related to the proposed regulations. As a result several providers have indicated that they can no longer be chosen to provide services. We are currently working on resolving this issue as quickly as possible.

It has affected SC entities in two different ways. OLTL is providing the following guidance to SC entities based on how they are affected, with a section on HCSIS clarifications for all HCSIS SC entities.

Directions for Agencies Affected by HCSIS Issues

Due to HCSIS issues described above, some Service Coordination entities will be unable to choose themselves or affected direct service providers to add to service plans. **Unfortunately, this means that those Service Coordination entities must stop creating and submitting service plans for FY 2012/2013 immediately.** The Office of Long-Term Living (OLTL) will be contacting affected Service Coordination entities to review options.

It is understood that this delay will require the submission date of 06/15 to be adjusted to a later date. OLTL will be as flexible as possible to get these service plans in the system and appreciates the difficulties that this delay has created in preparing these service plans. Adjustments will be made to the deadline date of submission.

Directions for Agencies Not Affected by HCSIS Issues

Some Service Coordination entities are able to choose themselves, but will be unable to choose some direct services providers to add to service plans. If your Service Coordination entity is able to add to service plans in HCSIS, you may submit annual service plans for FY 2012/2013 as previously directed.

However, please advise your SCs to carefully check the providers because some affected direct service providers will not show up in HCSIS as a choice. If this is the case for a particular provider, you may leave that service off of the service plan at this time, and submit the service plan for approval of all other services, adding the missing service to the plan when it is available **OR** if a direct service provider is not available to add to the service plan, you may choose not to submit the plan until the service is available to add to the service plan.

HCSIS Issues Clarification for all Service Coordination Entities

Current Service Plans Update: Agencies may prepare and submit critical revisions as needed for existing FY 2011/2012 service plans. Due to HCSIS issues, a direct service provider may not be available to choose. The SC can choose to hold the plan until the service is available, or submit the plan adding the service at a later date, when available.

Also, annual service plans for 2012/2013 may be submitted to OLTL even if your agency has pending critical revisions for a 2011/2012 service plan. However, information changed on the Critical Revision plan, whether it is a new service or narrative, will not be copied forward to the 2012/2013 service plan and will need to be manually added at a later date.

Service Coordinator Units Update: Please do not add more than 144 service coordination units in the annual service plan. If, during the course of the year, the SC determines the need for additional units, a SC can submit a critical revision, with necessary documentation, for an exception to the unit limit. It is important that service coordinators monitor service coordination utilization during the course of the year to ensure that the appropriate number of units is in the service plan.

Education Services Update: Education services have been eliminated as a service option in the Independence, COMMCARE and OBRA waivers and are not reflected in the new procedure codes in HCSIS. Service coordinators need to evaluate the individual needs of the participant and pursue other community resources or determine what existing waiver services are available to meet those needs.

Update on Service Plan Units: The end dates for services may need to be corrected manually if the units are not accurate. This could have occurred if the number of units that were utilized exceeded the number of authorized units. A critical revision will be needed for correction.

Please know that OLTL will be doing all it can through a combination of automated approvals and staff reviews to address the service plans submitted for 2011/2012 critical revisions and 2012/2013 annual service plans. If you have any

questions on this communication please send them to: RA-oltserviceplan@pa.gov or the Bureau of Individual Support regional representative or the main bureau number at 717-787-8091.