

Service Coordination Claim Procedures

A billable unit consists of a minimum of 8 minutes. Billable minutes entered into FOCoS will be combined throughout the day for each participant. Service coordinators shall combine all billable minutes for a participant for the day to determine the total billable units and apply half up rounding for the total minutes per day (for example: 1 unit= 8-22 minutes, 2 units= 23-37 minutes, 3 units= 38-52 minutes, 4 units= 53-67 minutes)

The following categories listed below include examples of the types of activities that would fall under service coordination. These examples are not intended to be an all-inclusive listing.

Assessment and Reassessment

- Completion of personal outcome measures, ICAP, or any other assessment actually completed by the service coordinator
- Review of assessments completed outside of preparation of annual ISP meeting. This could include review of assessments throughout the year that do not result in changes to a person's service plan

Critical Incident Reporting (CIR) and Follow Up

- Reporting of any incident as defined in ARSD 46:11:09:05
- Meetings, phone calls and e-mails concerning a CIR or follow up to a CIR

Collateral Contacts

- Contact with any person or other source of information regarding assisting the participant to access resources, develop services, purchase services, arrange for natural supports, and monitor activities related to the goals outlined in the service plan

Contact with Guardian, Family

- Phone calls, e-mails or any other type of contact made with a family member or guardian in assisting the participant to access resources, develop services, purchase services, arrange for natural supports, and monitor activities related to the goals outlined in the service plan

Contact with Participant

- Phone calls, e-mails or any other type of contact made with the participant in assisting the participant to access resources, develop services, purchase services, arrange for natural supports, and monitor activities related to the goals outlined in the service plan

Coordination of Natural Supports

- Phone calls, e-mails or any other type of contact made with family members, friends, neighbors, co-workers, churches, community members, employers, etc. to assist the person to participate in activities without paid support and/or to enhance the role of the natural support in advocacy related individually to the needs of the participant as described in their service plan. One contact to a community member or organization cannot be billed for multiple recipients

Crisis Intervention

- Activities revolved around connecting participants with natural and paid supports in response to a crisis situation in which the participant is at imminent risk of being homeless or institutionalized, residing in an abusive, neglectful, exploitive, or life-threatening situation, or whose health, welfare, or safety is in jeopardy.

Service Plan Development

- Annual completion and review of assessments of individual needs to develop, revise and update the service plan
- Establishment of needs and goals for an individual which could include team meetings and phone calls associated with developing the service plan
- Facilitation and writing of the service plan
- Meetings, phone calls or e-mails related to the development or revision of the service plan

Quarterly Monitoring

- Any activity that involves monitoring of the participant's services and budget as described in the service plan

Referral and Related Activities to Other Resources

- Assistance in informing participants of resources like Statewide Family Support, Medicaid State Plan services, educational, employment, social, medical, individual budget, protection and advocacy and other services
- Assistance in helping participants gain access to those services by providing contact information, application information, or other additional resources
- Assistance in transferring a participant from one program to another

Team Meeting

- Team meetings requested by the participant outside of the service plan development annual meeting.
- Attending IEP meetings at the request of the participant/family

Training Provided to Participant

- Participant specific training provided in person, that provides in depth information on ANE, grievance and rights and is more than just sharing a brochure or document

Non-Billable Services

- Travel
- Providing a direct support to the participant
- Time spent with the participant or guardian for social reasons and over involvement in family complaints and strife instead of referring the family to appropriate counseling resources
- Non-participant specific general filing, meetings, conference calls, emails, correspondence or training.
- Processing requests for payment, purchase orders, vouchers or database entry
- Any other services that do not comply with the most up to date financial assistance guidelines
- Time spent compiling information for compliance reviews

Documentation Requirements

A claim for billable service coordination with an internal comment is required to be entered into the FOCoS system within 14 days and batched as a claim within 30 days following the end of the month in which services were provided. The internal comment must be able to support the time being billed and be descriptive about the activities that were performed to justify the units being billed. The internal comment must also include the person who the service is provided to and if any follow up is needed. Service coordinators should submit one claim for service coordination per participant per day. Up to two units may be billed for emails/texts per day. Service coordinators must be able to reconcile units billed with actual texts/emails to support the amount of time billed.

Example of an acceptable internal comment:

- Phone contact with John. Discussed with John how his health has been. He indicated he is not feeling 100%. Asked John if he knew how to get in contact with the doctor to set up an appointment. Shared resources with John on urgent care facilities in his area that he could go to if he felt like he needed more urgent assistance. After reviewing John's file, I advised him I needed to set up a meeting with him to go over details of his service plan and needed to go through some questions with him. Went through the questions I had and spent some time discussing other services that John has been receiving since we last talked. Set up a time to meet for the following week.
- John said he's concerned about keeping his sidewalks free from ice and about getting stranded on his way to Sioux Falls for an appointment. Research ice prevention and discussed what John is capable of and what he might need help with, found neighbors and church members willing to help John. Taught John how to look up road and weather information; discussed having a winter kit for his car when he travels, including proper outdoor attire. John didn't have gloves, contacted his support professional to take him shopping for gloves.

Examples of an unacceptable internal comment:

- Phone call with John;
(Needs to include what the phone call was about and provide detail of the conversation.)
- Research information on winter weather preparedness. Locate and compile information and mail out to participant;
- (Generic and not specific to the participant. There needs to be something that is individual specific to the internal comments to meet the documentation requirements.)