

ATTACHMENT A

This document provides guidance on the process for adding remote supports services and updating their rates on an ISP in HCSIS. Both “Remote Support – Technology/Equipment” (W6087) and “Remote Support – Service” (W6088) are set up as outcome-based services with individualized rates. This means HCSIS allows these two services to have a different rate per service per individual and per provider. To enable the SC to add each Remote Support service to a plan, a dollar (\$1.00) placeholder rate is present on the Provider’s service offering. The dollar placeholder rate will also appear as the Service Unit Cost on the *Service Details* and *Individualized Rates* screens. The user with the ISP Financial Support (IspFinlSup) or CntrctAdmin role (typically the AE) should update the dollar placeholder rate with the appropriate rate while the plan is in Draft status.

SCO/SC ACTION: Step-by-step instructions to add remote support services to the ISP in HCSIS

1. The SC shall use the information provided to them by the provider to add the applicable services to the plan.
2. Navigate to the Create Draft screen: Plan > Plan Admin > Create Draft
3. To locate the remote support services to add to the plan, the SC will:
 - a. Navigate to Plan > Services and Supports > SSD
 - b. Search for Individual
 - c. Select Provider Services from the Go To drop-down list and click [Go]
 - d. Enter Provider Name, select County of Service and click [Search] as seen below.

4. Click the Remote Support Services box on the provider screen and Click [Add to Selected].

<input type="checkbox"/>	Remote Support - Service (W6088:00:00:00:00, PT:51, SP: 364)	<u>ODP.Provider.Four</u>	HCSIS Shared site(0012) 404 1/2 BRIDGE ST NEW CUMBERLAND, PA - 17070	Qualified	Allegheny	7/1/2022	\$1.00
<input type="checkbox"/>	Remote Support Service - Technology (W6087:00:00:00:00, PT:51, SP: 364)	<u>ODP.Provider.Four</u>	HCSIS Shared site(0012) 404 1/2 BRIDGE ST NEW CUMBERLAND, PA - 17070	Qualified	Allegheny	7/1/2022	\$1.00

GUIDANCE TO ENTER REMOTE SUPPORTS SERVICES ON PLAN IN HCSIS

ATTACHMENT A

- Click the Serv Dtls tab and enter the Outcome Phrase, Total Annual Units, Expected Start Stated and Expected Stop Date.

The screenshot displays the HCSIS interface for entering remote support services. At the top, there is a navigation menu with options like Home, M4Q, Individual, Plan, SC, Provider, Financial, Admin, and Tools. Below this, a table lists services with columns for Outcome Phrase, Service Name, Service Unit Cost, Provider Name, Total Annual Units, Service Start Date, Service End Date, and Authorization Status. The table includes entries for 'Remote Support Service - Technology' and 'Nursing - (1:1) LPN-15 minutes'.

Below the table, the 'Service And Supports' section is visible. It contains several fields:

- al Year Begin Date: 07/12/2022
- al Year End Date: 06/30/2023
- ted Outcome Phrase: A dropdown menu with 'TEST' selected (circled in red).
- ice Name: Remote Support Service - Technology
- ice Procedure Code: W082.0000.00
- ice Contract Start Date: 07/01/2022
- ice Contract End Date: 06/30/2023
- ice Qualification Status: Qualified
- ice Unit Cost: \$1.00/Outcome Based
- ider MPI #: 300417240
- ider Name: ODP Provider Four
- ice Location Id: 0013
- ider Site: 104 1/2 BRIDGE ST, NEW CUMBERLAND, PA 17070 (circled in red)
- l Annual Units: 0 (circled in red)
- zed Units: 0
- aid Service Date: (empty)
- ected Start Date (MM/DD/YYYY): (empty) (circled in red)
- ected Stop Date (MM/DD/YYYY): (empty) (circled in red)
- ervice Is an emergency substitute For the following service: (empty)
- ice Subtotal: 0

AE ACTION: Enter Individualized Rates into HCSIS

- Use the menu path below to access the *Individualized Rates* screen.

Plan

Plan ➤ Serv & Supp

Plan ➤ Serv & Supp ➤ Indiv Rates

The screenshot shows the 'Individualized Rates' screen in HCSIS. At the top, there is a navigation menu with options like Home, M4Q, Individual, Plan, SC, Provider, Financial, Admin, and Tools. Below this, there is a search form titled 'Individual Search: General' with the following fields:

- Last Name: [Text Input]
- First Name: [Text Input]
- End Date From (MM/DD/YYYY): [Text Input]
- End Date To (MM/DD/YYYY): [Text Input]
- Identifier Type: [Dropdown Menu]
- Identifier: [Text Input]
- Waiver/Program Type: [Dropdown Menu]

 Below the search form are 'Reset' and 'Search' buttons. At the bottom of the page, there is a status bar indicating the user is logged into HCSIS on Monday, February 6, 2023, at 3:12 PM, and the session will expire at approximately 4:12 PM.

GUIDANCE TO ENTER REMOTE SUPPORTS SERVICES ON PLAN IN HCSIS

ATTACHMENT A

- Search for the individual who has a draft ISP that contains a service that can be individualized and add the individualized rate to the Service Unit Cost. Use the following fields as appropriate:

The Home and Community Services Information System Help Logout

Home | M4Q | Individual | Plan | SC | Provider | Financial | Admin. | Tools
 Plan Admin | Indiv Pref | Medical | Health & Safety | Func Info | Financial | Serv & Supp | History
 Outcome Summ | Outcome Act | SSD | Serv Dtls | Indiv Rates | Serv Req | Serv Summ | Non-Waiver Services

Plan - Services and Supports - Individualized Rates

Search Operation successful.

Name: IQSFNBQQHQKSKYFKR, DNAECMXOARXCGIIVJU H		MCI#: 660385290	Residential County: Philadelphia		Info
Plan Status: Draft	Changed: 07/12/2022 05:49:18	County/Joinder: ALLEGHENY	Waiver/Program: Consolidated Waiver		Fiscal Year: 2022-2023
Select	Service Name	Service Unit Cost	Provider Name	Total Annual Units	Total Service Cost
<input checked="" type="radio"/>	Remote Support Service - Technology	\$1,500.00/Outcome Based	ODP Provider Four	1	\$1,500.00
<input type="radio"/>	Remote Support - Service	\$1.00/Outcome Based	ODP Provider Four	1	\$1.00
<input type="radio"/>	Nursing - (1:1) LPN-15 minutes	\$15.00/15 min.	ORP TEST PROVIDER	10	\$150.00

[Edit](#)

Individualized Service Rates

Service Name: Remote Support Service - Technology
 Service Contract Start Date: 07/01/2022
 Service Contract End Date: 06/30/2023
 Service Unit Cost: * \$1500 / Outcome Based
 Provider Name: ODP Provider Four
 Provider Site: 404 1/2 BRIDGE ST
 NEW CUMBERLAND, PA 17070
 Service Qualification Status: Qualified
 Total Annual Units: 1
 Expected Start Date (MM/DD/YYYY): 01/01/2023
 Expected Stop Date (MM/DD/YYYY): 06/30/2023
 Service Subtotal: \$1,500.00

[Reset](#) [Save](#)

- Click [Search].
- The *Individualized Rates* screen appears. Select the service name and click [Edit].
- Review the **Service Unit Cost** amount. If the individual requires a different amount, it is possible to enter the new amount in the **Service Unit Cost** field for an individualized rate.
- Click [Save] to save the individualized rate. The total service cost will be updated appropriately on the record and in the table above by calculating the new rate multiplied by the number of units entered by the SC.

The Home and Community Services Information System Help Logout

Home | M4Q | Individual | Plan | SC | Provider | Financial | Admin. | Tools
 Plan Admin | Indiv Pref | Medical | Health & Safety | Func Info | Financial | Serv & Supp | History
 Outcome Summ | Outcome Act | SSD | Serv Dtls | Indiv Rates | Serv Req | Serv Summ | Non-Waiver Services

Plan - Services and Supports - Service Details

Search Operation successful.

Name: IQSFNBQQHQKSKYFKR, DNAECMXOARXCGIIVJU H		MCI#: 660385290	Residential County: Philadelphia		Info			
Plan Status: Draft	Changed: 07/12/2022 05:49:18	County/Joinder: ALLEGHENY	Waiver/Program: Consolidated Waiver		Fiscal Year: 2022-2023			
Select	Outcome Phrase	Service Name	Service Unit Cost	Provider Name	Total Annual Units	Service Start Date	Service End Date	Authorization Status
<input checked="" type="radio"/>	TEST	Remote Support Service - Technology	\$1,500.00/Outcome Based	ODP Provider Four	1	01/01/2023	06/30/2023	Pending
<input type="radio"/>	TEST	Remote Support - Service	\$1.00/Outcome Based	ODP Provider Four	1	01/01/2023	06/30/2023	Pending
<input type="radio"/>	TEST	Nursing - (1:1) LPN 15 minutes	\$15.00/15 min.	ORP TEST PROVIDER	10	07/12/2022	07/12/2022	Pending

[Edit](#) [Delete](#)

Service And Supports

Fiscal Year Begin Date: 07/12/2022
 Fiscal Year End Date: 06/30/2023
 Related Outcome Phrase: TEST
 Service Name: Remote Support Service - Technology
 Service Procedure Code: W6087:00:00:00:00
 Service Contract Start Date: 07/01/2022
 Service Contract End Date: 06/30/2023
 Service Qualification Status: Qualified
 Service Unit Cost: \$1,500.00/Outcome Based
 Provider MPI #: 300417240
 Provider Name: ODP Provider Four
 Service Location Id: 0012
 Provider Site: 404 1/2 BRIDGE ST
 NEW CUMBERLAND, PA 17070
 Total Annual Units: 1
 Billing Units: 0
 First Paid Service Date:
 Last Paid Service Date:
 Expected Start Date (MM/DD/YYYY): 01/01/2023
 Expected Stop Date (MM/DD/YYYY): 06/30/2023
 The service is an emergency substitute for the following service:
 Service Subtotal: \$1,500.00
 Plan Budget Total: \$1,651.00
 Projected Plan Budget Amount: \$ 00
 Authorization Status: Pending
 Authorization Date And Time:
 Authorization Comments:

[Reset](#) [Save](#)