

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.

The screenshot shows the HCSIS web application interface. At the top, there is a navigation menu with links like 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, and Non-Waiver Services. Below the menu is a plan summary bar with the following information: Name: IQSFNQBQHQKSKYFKR, 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. A 'Go to:' dropdown menu is set to 'Provider Services'. The main content area is titled 'Provider Service Search' and contains the following search criteria: Provider Name: ODP Provider Four; Service Name: (empty dropdown); Service Rate (Less Than OR Equals To): (empty text field); County of Service *: Allegheny. There are 'Reset' and 'Search' buttons at the bottom of the search form.

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)	ODP.Provider.Four	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)	ODP.Provider.Four	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.

Item	Outcome Phrase	Service Name	Service Unit Cost	Provider Name	Total Annual Units	Service Start Date	Service End Date	Authorization Status
		Remote Support Service - Technology	\$1.00/Outcome Based	ODP Provider Four				Pending
		Remote Support - Service	\$1.00/Outcome Based	ODP Provider Four				Pending
TEST		Remote Support Service - Technology	\$1,500.00/Outcome Based	ODP Provider Four	1	01/01/2023	06/30/2023	Pending
TEST		Remote Support - Service	\$1.00/Outcome Based	ODP Provider Four	1	01/01/2023	06/30/2023	Pending
TEST		Nursing - (1:1) LPN-15 minutes	\$15.00/15 min.	ORP TEST PROVIDER	10	07/12/2022	07/12/2022	Pending

Service And Supports

al Year Begin Date: 07/12/2022
 al Year End Date: 06/30/2023
 uted Outcome Phrase: TEST
 ervice Name: Remote Support Service - Technology
 ervice Procedure Code: W0827.0000.00-00
 ervice Contract Start Date: 07/01/2022
 ervice Contract End Date: 06/30/2023
 ervice Qualification Status: Qualified
 ervice Unit Cost: \$1.00/Outcome Based
 ervice MPI #: 300417240
 ervice Name: ODP Provider Four
 ervice Location Id: 0013
 ervice Site: MON 112 BRIDGE ST NEW CUMBERLAND, PA 17070
 ervice Annual Units: 0
 ervice Paid Units: 0
 ervice Paid Service Date:
 ervice Expected Start Date (MM/DD/YYYY):
 ervice Expected Stop Date (MM/DD/YYYY):
 ervice Is an emergency substitute For the following service:
 ervice 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 Home and Community Services Information System

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

Individual Search: General

Last Name: First Name:

End Date From(MM/DD/YYYY): End Date To(MM/DD/YYYY):

Identifier Type: Identifier:

Waiver/Program Type:

Reset Search

You are presently logged into HCSIS Monday, February 6, 2023 3:12 PM Your 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:

Operation successful.

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: * \$1,500 / 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.

Operation successful.

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
 Selected 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
 First Paid Service Date: 0
 Last Paid Service Date: 0
 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](#)