GUIDANCE TO ENTER REMOTE SUPPORTS SERVICES ON PLAN IN HCSIS

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].

☐	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
☐	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

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

AE ACTION: Enter Individualized Rates into HCSIS

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

Plan
Plan ➢ Serv & Supp
Plan ➢ Serv & Supp ➢ Indiv Rates

2. 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:

3. Click [Search].

4. The *Individualized Rates* screen appears. Select the service name and click [Edit].

5. 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.

6. 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.