

# SERVICE UTILIZATION TIPS FOR AAW PROVIDERS



## WHAT IS THE SERVICE UTILIZATION CALCULATOR? AND WHY IS IT IMPORTANT?

The service utilization calculator is a tool to help teams to anticipate future needs for services in the Individual Support Plan (ISP).

## TIPS

- For the ARP meeting, come prepared with the number of units delivered but not yet billed. The SC will need this for calculation.
- Make sure someone at the ARP meeting from your organization can discuss changes to authorizations and make decisions.

## SUGGESTIONS FOR ADJUSTING AUTHORIZATIONS REQUESTS

- **Match requests to what will likely be used.** For example, 16 units 3 times per 30 days (576 units) instead of 16 units per 7 days (832 units) may work for a participant who frequently misses services but desires four hours of service per week when available.
- **Consider different authorization requests**, such as monthly authorizations. For example, 16 units 4 times per 30 days = 768 units, while 16 units 1 time per 7 days = 832 units.
- **Be prepared to request a three-month authorization to assess utilization** if more time is needed to determine use, such as if an unstaffed service now has staff.

**Providers are still expected to verify authorized units prior to billing.**  
**ALWAYS check the Home and Community Services Information System (HCSIS)**  
**after plan approval to make sure authorization requests align with what is**  
**being delivered to the participant.**



# SERVICE UTILIZATION TIPS FOR AAW SUPPORT COORDINATORS



## WHAT IS THE SERVICE UTILIZATION CALCULATOR? AND WHY IS IT IMPORTANT?

The service utilization calculator is a tool to help teams to anticipate future needs for services in the Individual Support Plan (ISP). Using the calculator helps teams to request services consistent with the participant's pattern of utilization.

### USING THE CALCULATOR

- Yellow cells allow data entry.
- Green and red cells provide informational decision points.
- Additional guidance is found on the second tab.
- Check that the date of review cell is entered accurately.

### TIPS

- Always check the accuracy of the "date of review" box. The date must be correct for accurate calculation.
- Use the calculator as close as possible to the date of the ARP meeting.
- Ask providers for the number of units used but not yet billed to date.
- Pre-fill sections of the Service Utilization Form prior to the ARP meeting.



**DO NOT submit an ARP with any requested services that exceed 125% of current utilization according to the utilization calculator. Doing so will result in plan rejection. If additional considerations are necessary because of extraordinary circumstances, the SC MUST contact BSASP for guidance prior to ARP submission.**

### FIND CREATIVE SOLUTIONS

For example, 16 units 3 times per 30 days (576 units) instead of 16 units per 7 days (832 units) may work for a participant who frequently misses services but desires four hours of service per week when available.

*If extraordinary circumstances exist that necessitate authorization above what is recommended by the calculator, 1) alert BSASP prior to plan submission and 2) enter the desired service for only three months, after which re-assessment of the calculation will be necessary.*