

Support Coordinator Roles and Responsibilities **Northwest Missouri Autism Project (NWMAP)**

Below are instructions to follow when you meet with an individual or the family of a loved one with autism spectrum disorder. Most importantly, always access the website for the most up-to-date documents and instructions: <http://dmh.mo.gov/dd/autism/northwest/nwautismproject.html>

Applying for NWMAP Services

Verify that the individual has an open Episode of Care in CIMOR with the Division of Developmental Disabilities and has a diagnosis of autism spectrum disorder.

Navigating CIMOR

Follow these steps to verify the individual's eligibility status in CIMOR:

1. Locate the CIMOR menu at the left of the home page and click on "consumer."
2. Enter name and/or DMH ID in corresponding fields and click on the "Search" button.
3. Click on "View" under the heading "List EOC."
4. Click on the + sign beside "EOC" in the CIMOR menu at the left of the "Episode of Care" screen to expand the selection.
5. In the expanded selection, click on "EOC Summary."
6. On the "Episode of Care Summary" screen, locate the heading labeled "Most Recent Diagnosis" and locate the column labeled "Description." Autism spectrum disorder descriptions are:
 - Childhood Autism
 - Asperger's Syndrome
 - Atypical Autism
 - Other Pervasive Development Disorders
 - Pervasive Developmental Disorder, unspecified
7. If one of the codes above is listed, click on the + sign beside "Demographics" CIMOR menu at the left of the "Episode of Care Summary" screen to expand the selection.
8. In the expanded selection, click on "Identifiers" to determine whether the individual has been awarded a Medicaid Waiver slot. The possible listings are:
 - Comprehensive Waiver Slot
 - Community Waiver Slot
 - Partnership Waiver Slot
 - Autism Waiver Slot
 - Lopez Waiver Slot
9. If the individual is currently enrolled in a Medicaid Waiver, he/she is eligible to be referred to the NWMAP and receive services funded through NWMAP so long as the service is not currently funded by the waiver, i.e., funding from NWMAP may not supplant waiver funding.
10. If the individual is not currently enrolled in a Medicaid Waiver, he/she is eligible to be referred to the NWMAP for services

Initial Contact with Family:

Families often experience anxiety and confusion when their loved one is diagnosed with autism spectrum disorder.

Furthermore, Support Coordinators may feel under-equipped to assist the family in articulating supports and services that would address specific needs. Families themselves report that they struggle to articulate their needs without knowing “what” is out there. A Missouri best practice diagnostic evaluation for autism spectrum disorder is composed of several parts, one of which is recommendations for treatment or intervention. If the Support Coordinator does not have that documentation of recommendations, he/she should contact the Regional Office and request that information be provided (properly encrypted) to him/her from the Intake and Assessment unit. Those recommendations will serve as building blocks for addressing an individual’s needs.

In the event the diagnostic evaluation does not include a section outlining treatment recommendations, a Support Coordinator’s professional judgment is critical in identifying supports and resources that will assist the individual with ASD as well as his/her family. If a family’s stress level appears high, without doubt, they might benefit from respite. The Office of Autism Services recommends parent training for families of the newly diagnosed. As children with ASD grow, the demands of social situations may exceed their capacity to respond appropriately. Therefore, supports and services designed to address social skills are also recommended by the Office of Autism Services.

It is not unusual for families to feel overwhelmed by the amount of paperwork associated with the eligibility process for division services. These families may well be experiencing a similar amount of paperwork within the school setting. With that in mind, the Office of Autism Services recommends that Support Coordinators assemble the **Autism Information and Resource Folder** prior to their initial visit with families.

The Autism Information and Resource Folder is not intended to be all inclusive. Instead, it is intended to provide immediate discussion catalysts as teams meet to develop a plan that supports the individual with ASD and his/her family. It is important to note that additional resources specific to areas such as transition, employment, self-directed supports, challenging behaviors, housing, etc. may be explored with staff in those lead roles at the Regional Office. It is vital that Support Coordinators exercise professional judgment so that targeted technical assistance may be provided to the family to assist in any of the above areas.

The components of the Autism Information and Resource Folder are listed below. The Office of Autism Services has created a Q & A document that more fully describes these components with information about where brochures may be located or obtained. Please visit <http://dmh.mo.gov/dd/autism/northwest/nwautismproject.html> to access the Q & A.

1. Missouri Family to Family Resource Center pocket folder containing autism information and resources enumerated in 2-9 below
2. “Help for Your Child with Autism” Brochure
3. IAN Brochure
4. Charting the Life Course
5. Missouri Family to Family Resource Center / DD Regional Office / Release of Information and Referral
6. NWMAP Family Information Sheet
7. Autism Project Map/Funding
8. NWMAP Services Sheet
9. Family Satisfaction Survey

Taking into consideration the information above and understanding the family's needs, review the NWMAP Services sheet with the family. That sheet indicates services that may be funded through NWMAP, but there may be other services that families may request and have approved as emerging best practice interventions continue to be identified at a very fast pace. Identified services then should be listed in the Individual Support Plan with needs and outcomes identified.

NWMAP REFERRAL PROCESS

If the family chooses to be referred for services funded through NWMAP, the **Northwest Missouri Autism Project Referral** form must be completed. Families may choose to be referred to NWMAP at any time that they choose – during the Initial Individual Support Plan meeting, at the Annual Plan Review, or by contacting their Support Coordinator and asking to be referred.

Families who are brought into the Project may continue receiving services funded through NWMAP until one of the following circumstances occurs:

- The individual is discharged from the Division of Developmental Disabilities, or
- The individual declines to continue receiving services funded through NWMAP, or
- The individual transfers to a region where the Autism Project business model does not offer similar services, or
- The individual has not utilized funding without good cause for one year.

Because funding is limited, new referrals for NWMAP services are placed on a wait list. When funding becomes available, families who have been on the wait list the longest are served first - in effect, first come, first served.

Families who choose to be referred to NWMAP must have a need identified on the initial Individual Support Plan or amendment in order for the referral to be processed. The request for that service(s) to meet that need must also include an outcome. NWMAP referrals are processed through the Utilization Review Committee, and eligible individuals are placed on the NW MO Autism Project Wait List. The date entered into CIMOR is the date that becomes the place holder for length of time on the wait list and drives the process by which applicants are removed.

Upon UR review, a letter indicating that NWMAP service requests have been wait listed will be sent to the family and a copy forwarded to the Support Coordinator to be placed in the official case file.

Complete the NWMAP Referral Packet and Forward to UR Lead:

The Northwest Missouri Autism Referral packet consists of several documents most of which are standard to supporting individuals receiving services from the Division of Developmental Disabilities. Proper documentation will ensure that families are able to access services in a timely manner.

In all cases, the packet contains:

- Northwest Missouri Autism Project Referral form <http://dmh.mo.gov/dd/autism/northwest/nwautismproject.html>, and
- Individual Support Plan (ISP) and/or Amendment (Note: There must be a need, justification to support the requested service, and an outcome identified in the plan.), and
- Northwest MO Autism Project Provider and Services Choices form <http://dmh.mo.gov/dd/autism/northwest/nwautismproject.html>, and
- Procedure Authorization and Input form – Autism Project Services (A detailed discussion of the terms *POS* and *CFF* appear at the end of this guide.) <http://dmh.mo.gov/dd/autism/northwest/nwautismproject.html>, and
- Any other document required for processing Individual Support Plans for services not indicated here.

As mentioned above under the heading **NWMAP Referral Process** and unless the services identified on the PA & I – Autism Project Services form are not approved (in which case a letter to that effect will be generated with a copy provided to the Support Coordinator), the individual will be entered in the CIMOR DD Wait List under the Service Category of Autism Project and the services listed on the PA & I will be wait listed.

Funding/Authorizing NWMAP Services

Families may be taken off the Autism Project Wait List due to:

- Funding availability, or
- Forfeiture of funding due to non-utilization. See bullets under **NWMAP REFERRAL PROCESS**.

Because those circumstances will not necessarily be known to Support Coordinators, the Regional Office will notify Support Coordinators when Autism Project funding becomes available, and individuals supported by them are taken off the Autism Project Wait List.

NWMAP Funding Request Packet:

Once a family is taken off the wait list, the Regional Office will issue a letter to the family and copy the Support Coordinator. The letter indicates that the family is being brought into the Project and may access services up to \$5,000 per fiscal year through NWMAP funding. The letter also instructs the family to file it in a safe place because it will not be reissued every year. After that, two things happen:

- Family is instructed to contact the SC if the service(s) that appears in the letter as wait listed no longer reflects what the family needs (in order to amend the ISP to more accurately reflect current needs and services to address them).
- Support Coordinator receives a copy of the letter at which time the family is contacted about either:

- beginning the service authorization process **or**
- amending the plan with revised services and beginning the service authorization process.

If the service sought is the same as reported in CIMOR, the Support Coordinator may forward the necessary paperwork to the Regional Office for approval and processing. Amended ISPs should be submitted to the Utilization Review Committee for processing in the same manner any other ISP is processed.

The Support Coordinator will submit the following to the Utilization Review Lead:

- **ARO and KCRO:**
 - **ISP and/or Amendment and the signed Consent page, and**
 - **Wait List Removal Form** <http://dmh.mo.gov/dd/manuals/scmanual.html>
 - **Procedure Authorization and Input – Autism Project Services, and *if service is CFF:***
 - ✓ **Choices for Families – Provider Information** form (required) **Note:** *This form may have already been submitted with the initial referral. A photocopy of the one in the case file is sufficient.*
 - ✓ **Monthly Travel Documentation** form (only if requesting travel reimbursement)
 - ✓ ***Family Friend Services/Respite – Monthly Documentation** form (if requesting reimbursement for respite)
 - **Any other applicable documents to justify the request.**

Utilization Review

NWMAP Approval:

The Utilization Review Lead will follow established practice within the RO for processing Individual Support Plans for services funded through NWMAP. The Utilization Review Lead will secure the signature of the Regional Director or designee for approving the plan and budget. When families are taken off the wait list and brought into the Project, the following documents will be provided to the individual and/or responsible party and Support Coordinator, and provider(s) by regular mail, fax, or hand delivery within 10 days of the decision:

- NWMAP Approval Confirmation Letter
- Individual Support Plan
- Budget

Upon receiving approved forms, the Support Coordinator will:

- contact the provider so that services may begin or
- work with the family to ensure the required forms are appropriately completed and submitted to the Regional Office in a timely manner. It is the responsibility of the Support Coordinator to work with the family and potential provider to initiate service provision, including contacting a non-traditional provider to explore payment options.

Example: The approved service in a plan is a summer camp. The Regional Office does not have a contract with the providers of that summer programming. The Support Coordinator must work with the family to determine whether payment for the summer camp can be made via a reimbursement to the family for its out of pocket expense or whether the Regional Office can make a direct payment to the sponsors of the summer camp through the Choices payment mechanism.

The Utilization Review Committee will process the paperwork in the same manner that other plans are processed when individuals are taken off a wait list.

NWMAP Service Not Approved:

Services funded through NWMAP may be “unapproved” for a number of reasons. If the requested services are not approved, a letter will be issued to the family from the Regional Office and the Support Coordinator will be copied. A copy of that letter should be retained in the official case file.

Redirecting Services within a Plan Year / Annual Plan Reviews

Redirecting Funding:

It is permissible for families to request to **redirect funding** from one approved service to another within a plan year. Appropriate paperwork discussed above should be submitted to the Utilization Review Lead for appropriate action.

Redirecting Authorized Service Units:

Likewise, it is permissible for families to request units of an authorized service to be moved to other months within the same plan year. For example, if CIMOR reflects service authorizations equally distributed within the months of the year but the service wasn't rendered in a given month, the family may request those unused authorizations to be redirected to a future month. Appropriate paperwork discussed above should be submitted to the Regional Office Business Office so that adjustments can be made in CIMOR.

Annual Plan Reviews with reauthorization(s) of NWMAP services are not required to go through Utilization Review. If the previous year's services were authorized in CIMOR, necessary paperwork to ensure the new plan year's authorizations should be submitted to the Utilization Review Lead so that authorizations for the new plan year may be entered and no interruption of service occurs.

Service Monitoring for Autism Project Services:

Service monitoring provided in the natural home is governed by Directive 3.020 <http://dmh.mo.gov/dd/directives/docs/directive3.020.pdf>. On page 3 of that Directive is a table that identifies services that may be monitored by quarterly contact and annual face-to-face plan renewals. There is an asterisk that identifies such services as being funded through Choices for Families or POS, both general revenue funding categories. Because Autism Project funding is general revenue only, that is the category under which service monitoring falls. However, please note, these guidelines reflect a **minimum standard**. **It is expected that Support**

Coordinators exercise professional judgment and increase visits according to the individual needs of individuals.

Forfeiture of Autism Project Funding:

Funding allocated to the Northwest Missouri Autism Project is intended to assist families to keep their loved ones integrated within the home and community. If funding goes unused, other families in need should have the opportunity to access services. If Autism Project services are not utilized for a year, Support Coordinators should contact families and discuss reasons why. Each family's circumstances are different, and it may be that there are legitimate reasons that the family should continue receiving funding. It may be that a family has experienced a life-changing event that interfered with service utilization. It may be that the service provider has left the area and obtaining a new provider is presenting a problem. Or, it may be a host of other reasons that provide solid reasons why funding isn't utilized.

The Service Monitoring Directive 3.020

(<http://dmh.mo.gov/dd/directives/docs/directive3.020.pdf>) states that quarterly contact be made and face-to-face planning meetings occur annually. Support Coordinators should consult provider notes as well as CIMOR service utilization in preparation for those meetings so that NWMAP funds are monitored for utilization, and discussions are occurring about funding utilization.

If, during preparation for an annual plan review, it is discovered that the family has not utilized NWMAP funding, the Support Coordinator should issue the Letter from Support Coordinator connected with the appropriate Regional Office from <http://dmh.mo.gov/dd/autism/northwest/nwautismproject.html>. That letter states that the SC will contact the family within two weeks to discuss the non-use of funds and work to assist the family in obtaining services. Support Coordinators must insert information within the highlighted fields, forward a copy of the letter to the Family Resource Autism Specialist at the Regional Office, and retain one in the case file.

If the family is unable to utilize funding and no action is taken within one month subsequent to the two week window indicated in the letter from the SC, the Family Resource Autism Specialist will initiate sending by certified mail the "Non-Use of Funds Letter." A copy of that letter will be retained by the Family Resource Autism Specialist, one will be forwarded to the Business Office, and one will be forwarded to the Support Coordinator for retention in the official case file.

DD Services, Funding, and Payments

Medicaid Waiver / Purchase of Service / Choices for Families

The Division of Developmental Disabilities offers a robust menu of services and supports which are designed to promote self-determination and optimize independence. Two service catalogs exist:

- Developmental Disabilities Waiver Manual (includes both **waiver** and **POS** codes) http://207.15.48.5/collections/collection_dmh/Print.pdf, and

- Non-Waiver Service definitions (includes only **POS** codes)
<http://dmh.mo.gov/dd/provider/docs/servicedefinitions.pdf>

Service codes from either catalog may be entered into the department's CIMOR database and ultimately generate a payment for a service rendered. The codes associated with a particular service enable the division to track and monitor usage of that service and identify the source of funding attached to that service. It is important to distinguish between **Medicaid Waiver** services and **Purchase of Service (POS)** services because **Medicaid Waiver** service costs are matched by federal dollars. **POS** services, on the other hand, are entirely funded through state tax dollars. Finally, there are some services that are not eligible for federal match. Those services have no waiver codes associated with them; they are **POS** only, paid for solely with Missouri tax dollars.

Autism Project funds are strictly Missouri state tax dollars - General Revenue - so when families seek a service that is listed in either of the catalogs referred to above, a POS code is used to identify it as state funding only.

Families may request services from providers who do not contract with the division.

Example 1: A family might benefit from attending a conference on best practice interventions for children with autism spectrum disorder. The division is able to reimburse the family for the cost of registration and expenses (not to exceed the family's allocated amount) even though it (the division) has no contract with the conference organizer(s) or restaurants that provided meals.

Example 2: A family would benefit from respite services. The family might have a friend who is willing to provide supervision and see to the needs of the child. That friend would likely not be contracted with the division to provide respite care. Again, the family may pay that friend for providing respite, maintain the appropriate documentation, and submit a request to the division for reimbursement. This payment mechanism is referred to as **Choices for Families (CFF)** or, simply, **Choices**.

Example 3: There may be an organization that hosts a summer camp every year that promotes inclusion for children with autism spectrum disorder. It may be that the family is unable to pay registration fees in advance. Using the **Choices for Families (CFF)** funding mechanism with appropriate collateral documentation, the division can issue payment to the camp organizers. The Support Coordinator may contact the business office of the Regional Office, and a purchase order can be issued that enables the division to make the necessary payment to the vendor (organization that sponsors the camp). There are distinct forms that must be submitted in order for payments to be generated.

Finally, families who choose to access services from a provider who is not contracted with the Department of Mental Health – Division of Developmental Disabilities may not exceed service costs of \$3,000.

POS vs CFF:

POS stands for **Purchase of Service**. **POS** means that the service on the Procedure Input Authorization form has a procedure (service) code that comes out of DD's service catalog. **POS** also means that the service is fully funded by state of Missouri tax dollars, general revenue,

rather than being matched by federal dollars as Medicaid Waiver services are. The provider of that service has a contract with DMH, and payment can be made directly to the provider.

CFF stands for **C**hoices for **F**amilies. CFF permits a reimbursement payment to be made to a family or a payment to be made to a provider who is not contracted with DMH. Services funded under CFF are also strictly Missouri tax dollars – general revenue.

Forms to Use for Services Funded through POS or CFF:

- ARO and KCRO – **Procedure Authorization and Input – Autism Project Services** form

➤ **Additional Forms to Use for CFF Services:**

- **Choices for Families – Provider Information** form (required). This form provides the Regional Office with sufficient information to issue a check. The person/provider to whom the check is to be issued should appear in the field marked “Provider Name.”
- **Monthly Travel Documentation** form - *only if* requesting travel reimbursement
- ***Family Friend Services/Respite – Monthly Documentation** form *only if* requesting reimbursement for respite. This form serves as a service log, documenting who provided the service, when, and for what amount of time. It must accompany the following form in order for payment to be processed.

*The total number of hours/days of respite that may be provided annually is covered by Missouri Statute (633.155 RSMo). The maximum is 21 days or 504 hours, but there is an exception process. Read the statute or contact the Regional Office if additional hours are requested. Additionally, no one respite provider may be reimbursed more than \$3,000 in a calendar year.

Support Coordinators should retain copies of all forms and file them in the individual's case file along with the Individual Support Plan.