To: County Department of Human Services Directors  
   County Department of Social Services Directors  
   County Department of Community Programs Directors  
   Long-Term Support Supervisors and Leads

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Updates to the Children’s Long-Term Support Waiver Program
Individual Service Plan

Purpose
This memo explains changes to policy and processes for the Children’s Long-Term Support (CLTS) Waiver Program service plan. Changes to the Individual Service Plan (ISP) forms are also highlighted.

Background
Federal regulations (42 CFR § 441.301) require that CLTS Waiver Program agencies use a person-centered approach when working with applicants, participants, and their families. County waiver agencies (CWAs) currently employ person-centered procedures by ensuring the process is family-directed and includes people chosen by the family; meeting at times and locations that are convenient to the family; reflecting and respecting cultural considerations; providing information in plain language that is accessible to families; informing families of their right to use grievance procedures; and developing service plans that reflect the child and family’s strengths, needs, preferences, and outcome goals.

Federal regulations additionally require that once the service plan is completed, with the family’s informed consent, it be signed by and distributed to providers who are responsible for its implementation (42 CFR § 441.301(c)(2)(ix-x)).

Sharing relevant information with key providers can serve to promote their sense of belonging to a team that is integral to supporting the child and family’s efforts to achieve their desired outcomes and goals. It can expand providers’ perspective from the more narrow focus of delivering a specific service to seeing their individual contribution as part of a bigger picture for each child and family. Getting the right information to the appropriate individuals is crucial.

ISP Forms
A complete service plan consists of two ISP forms:
• Individual Service Plan – Children’s Long-Term Support Programs, F-20445
• Individual Service Plan – Outcomes – Children’s Long-Term Support Programs, F-20445A

www.dhs.wisconsin.gov
These forms have been updated to specifically reflect children’s long-term support programs and meet the federal requirements. The Wisconsin Department of Health Services (DHS) simplified the first page of the F-20445, added a signature page to the F-20445A to capture informed consent and provider signatures, and updated the instructions for both forms. CWAs must continue to use these forms or a DHS-approved form or system that includes all of the information contained in both the F-20445 and F-20445A.

**Process**

Sharing information across providers can benefit service delivery and child and family outcomes; however, there is no change to complying with federal and state requirements to protect privacy and confidentiality. The following processes aim to ensure that relevant information is shared with the appropriate people, with the informed consent of parents/guardians.

**Essential Service Providers**

As is current practice, the support and service coordinator (SSC) will continue to work with individual children and families to develop a person-centered service plan based on their specific goals, interests, needs, and strengths. Upon completing the service plan, the SSC will discuss the option of sharing information with essential service providers.

Essential service providers are defined as those who deliver waiver-funded services and have regular, direct contact with participants. “Regular” means contact that is scheduled, planned, expected, or otherwise periodic. “Direct” means face-to-face physical proximity to a participant. Essential service providers must also possess knowledge or understanding of disability, and/or working with a particular waiver participant in order to deliver the waiver-funded service. The following services fit the essential service provider definition:

- Adult family home
- Child care
- Child foster care
- Community integration services
- Counseling and therapeutic services
- Daily living skills training
- Day services
- Mentoring
- Nursing services
- Respite
- Supported employment
- Supportive home care (only personal care or supervision services; not routine home care or chore services)

**The Decision to Share Information**

It is important for the SSC and family to discuss the significance of sharing information with essential service providers. This decision is reviewed at the initial ISP development, whenever new essential service providers are added to the ISP, and at the annual review. At each of these points, the family will indicate on the F-20445A whether they consent to have the SSC share information with each waiver-funded essential service provider on the ISP. Parents/guardians can change their mind about whether to share information at any time.

When parents/guardians consent to sharing information, it will be shared with all of the essential service providers on the ISP. In other words, if parents or guardians do not want information to be shared with all of the essential service providers, then they would decline having the CWA share any information.
When a family indicates on the F-20445A that they are declining to have information shared, the process ends until the annual review, at which point the SSC and parent(s)/guardian revisit the decision to share information with essential service providers.

**Distribution and Signatures**

There are three different times when SSCs would share the F-20445A with providers and seek signatures:

- At initial ISP development, when a parent/guardian consents to have the waiver agency share information with waiver-funded essential service providers, the SSC sends copies of the F-20445A to each of the plan’s essential service providers and requests that they sign and return a copy.
- When an ISP is updated with a new essential service provider, the SSC and family review the decision to share information and, with the parent/guardian’s consent, the SSC sends the F-20445A to the newly added provider(s) and requests that they sign and return a copy.
- At the annual review, the SSC and parent/guardian revisit the decision to share information and with the parent/guardian’s consent, the SSC
  - Sends the F-20445A to all essential service providers.
  - Requests signatures only from any new essential service providers added to the plan at the recertification. Signatures are not required from existing providers who have already been sent an earlier version of the F-20445A.

CWAs must keep a record in the child’s file each time the F-20445A is distributed, capturing:

- The agency(ies) to which it was sent.
- The date it was sent to each agency.
- The method of distribution (for example, email, mail, electronic access) to each agency.

It is acceptable to share copies of the F-20445A and receive provider signatures via:

- Secure email.
- Mail (send two copies – one for the provider to sign and return, one for them to keep).
- Fax.
- Electronic access to the outcomes through an automated case management system.
- Face-to-face interactions.

Electronic signatures are acceptable. It is also acceptable to note in the participant’s file when a provider expresses over the telephone that they received the F-20445A instead of receiving a physical or electronic signature. Document the name of the person who called, the agency, and the date and time of the call. The ISP and all related signatures from essential service providers are kept in the participant’s file. There is no timeline or deadline for receiving essential service provider signatures.

The provider agency is responsible for deciding who can sign on behalf of the agency. There are no requirements or restrictions regarding the individual(s) an agency may designate to sign the F-20445A. Agencies, sole proprietorships, and LLCs are treated similarly for the purpose of the signature requirement. Parents/guardians can sign for rendering providers who are not employed through one of these types of agencies (that is, who are employed directly by the family). In this instance, provide enough copies of the F-20445A for families to give to rendering providers.
Implementation

Effective immediately, CWAs must begin implementing this process to come into compliance with the federal regulations to disseminate information and gather signatures from essential service providers. Use the new F-20445A signature page (page 2) with all new CLTS Waiver Program enrollments and at the six-month or annual review for current waiver participants. Give the family communication to parents/guardians to help explain the process.

CWAs may use the F-20445 and F-20445A, or may use a DHS-approved local version. All waiver agencies must begin using the new signature page immediately. This single page can be used along with (that is, in addition to) previously approved local forms or case management systems. Simultaneously, CWAs are instructed to submit any newly revised or updated local ISP form(s) to the appropriate DHS technical assistance (TA) lead as soon as possible for review and approval.

There are no changes to policy for reviewing or updating the ISP. This process does not change the need to complete authorizations or to obtain releases of information to maintain privacy and confidentiality according to state and federal requirements. Additionally, the decision whether or not to share information has no impact on the participant’s eligibility for the program, on their plan, or on the delivery of services. Similarly, the receipt of signed forms from providers (or the lack thereof) has no impact on service authorizations or delivery. There are no additional requirements for sharing ISP information with providers and obtaining their signatures beyond what is outlined in this communication.

Assistance

CWAs are encouraged to direct any questions to their DHS TA lead.