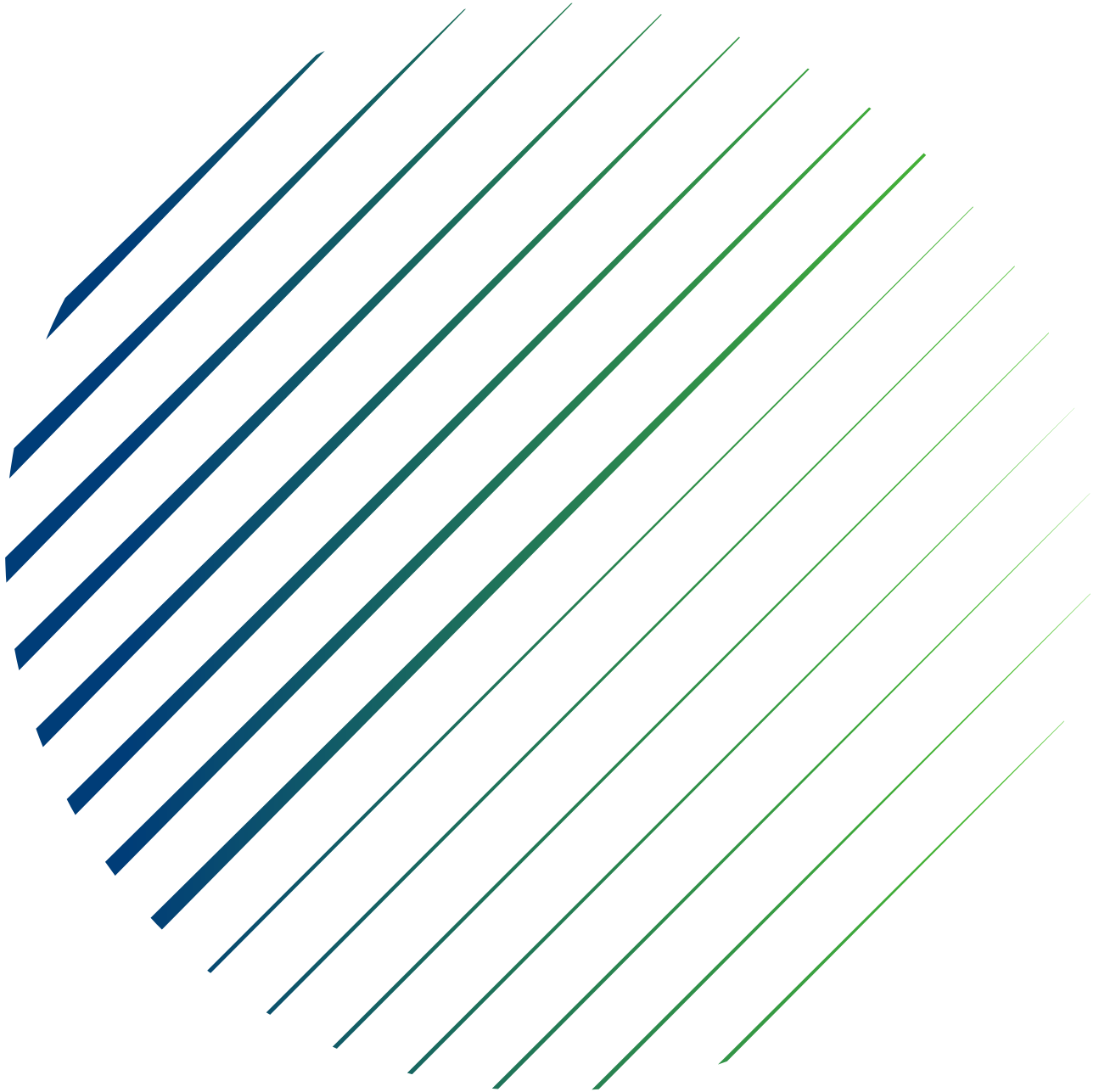


Independent Living Supports Pilot Program Participant Handbook




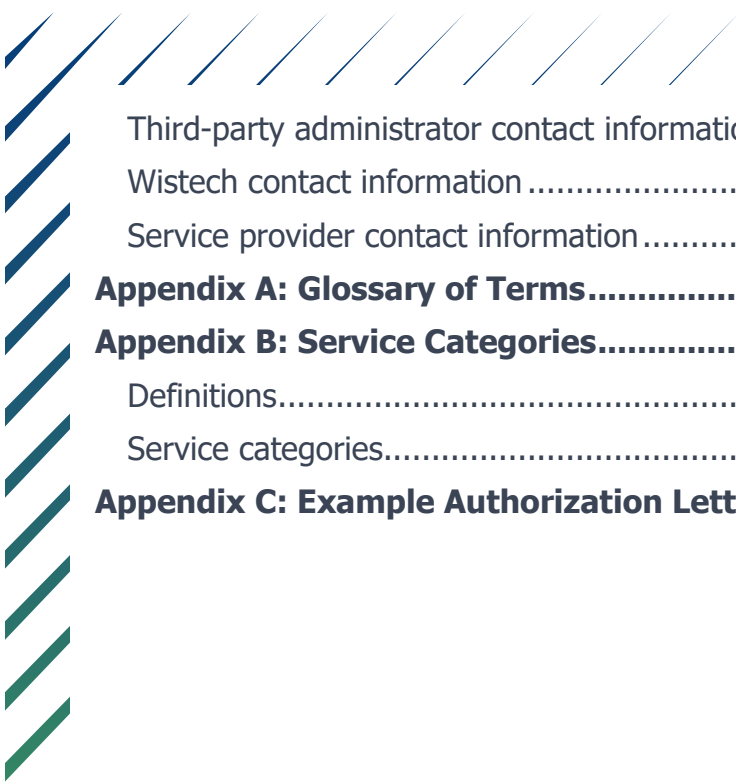
Wisconsin Department of Health Services
Division of Public Health | P-03473B (04/2024)




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About the Independent Living Supports Pilot (ILSP) Program

The ILSP program is a pilot program supported by the Wisconsin Department of Health Services (DHS). The program aims to support people who do not need long-term care services and are not currently enrolled in a Medicaid long-term care program but could benefit from short-term, flexible supports to stay independent and healthy. ILSP supports and services are intended to help people remain independent in the community longer and reduce caregiver stress. Eligible participants will receive help to pay for in-home supports and services up to \$7,200 over a 12-month benefit period.



Aging and disability resource centers (ADRCs) will assist ILSP participants with identifying community resources and creating a service plan that meets their needs.

A third-party administrator, Premier Financial Management, hereinafter referred to as Premier, will maintain a system for participant enrollment, verify the qualifications of service providers, approve service plans, process claims, and track participant funds.

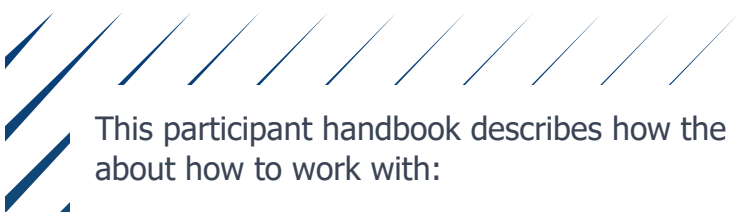
DHS is working with the University of Wisconsin—Madison to evaluate how well the ILSP program works. The evaluation will reference participant surveys and other data.

Program timeline

The ILSP is a pilot program. This means that it is a small-scale, short-term program that will help DHS learn what works and what doesn't. The pilot is scheduled to end on March 31, 2025. During this pilot, people who enroll in this program will have benefits for up to one year, and they will not have the option to renew when their benefits end.

Participant responsibilities

As a participant in the ILSP program, you are responsible for following the program's policies and procedures.




This participant handbook describes how the program works, including information about how to work with:

- The aging and disability resource center (ADRC).
- Premier Financial Management, which serves as the third-party administrator for this program.
- Service providers, including organizations and non-professional in-home service providers.
- Program evaluators.

Enrollment

Application



An ADRC staff member will help you apply to the ILSP program. The application form collects demographic information and information about your financial and functional eligibility for the program. No formal financial or medical documents are needed to apply to ILSP.

The ILSP application form will help the ADRC staff member determine if you are eligible for the program. If you meet eligibility guidelines and agree to participate, you will be enrolled in ILSP. The ILSP program enrollment date is the date you are found eligible to participate in the program.

The ADRC worker will provide you with a letter of enrollment or ineligibility, depending on the outcome of your application.


ILSP Pre-Pilot Survey

Once you are enrolled in the program, the ADRC will help you to fill out the Pre-Pilot Survey for program evaluation purposes. You must complete the Pre-Pilot Survey before you create a service plan.

Identifying needs

The ADRC will help you identify which of your needs can be addressed by the ILSP program. The ADRC may also provide you with information and assistance to access other helpful resources to meet any needs that cannot be addressed by the ILSP program. The ADRC will use information that you provide in your application form and pre-pilot survey during this process.

The ILSP is a funding choice of last resort, meaning that services may only be funded through the ILSP when not otherwise available to you through Medicaid, Medicare, or another responsible private or public entity. ILSP funds may not be used to purchase services that are provided to the public for free.



Allowable expenses

Appendix B lists the items and services that may be purchased by the ILSP. The ILSP program can help pay for an item or service that addresses a need related to your disability or functional impairment. The ILSP cannot pay for costs related to general home repair. An ADRC staff member can assist you with more detailed information about what the ILSP program can and cannot cover.

Assistive technology and home or vehicle modifications

The ILSP can be used to pay for assistive technology (AT) and home or vehicle modifications. Sometimes low-cost and affordable AT and/or modifications can make a big difference in a person's ability to remain living at home. The ADRC will work with you to consider affordable options.

For AT and home or vehicle modifications that cost more than \$1,000, you will need to obtain an assessment through Wisconsin's assistive technology program, WisTech. The ADRC will help you to submit a referral that describes your needs and the technology or

modifications that you would like to obtain. WisTech will contact you directly to schedule an assessment, and they will provide a written summary of their assessment within 60 days.

WisTech staff will also identify whether a more comprehensive assessment is needed to address your needs. For more complicated situations, WisTech may recommend that you receive an AT or accessibility assessment through an independent living center or other trained assessor.

A WisTech assessment is free to ILSP program participants. If an AT or accessibility assessment is provided by an independent living center or other trained assessor outside of the WisTech program, the cost will come out of your ILSP benefits.

ILSP will not cover any AT or modification costing more than \$1,000 unless it is recommended through an assessment.





Service plan

The ADRC will work with you to develop a service plan to address your needs. The service plan will contain specific items and services, units, cost projections, and billing codes. Projected costs do not need to be exact, but items purchased may not be paid above the amount included in your service plan. All items and services listed in the service plan must be linked to a functional need.

The ADRC will work with you to submit an initial service plan to Premier for approval within 30 calendar days from your enrollment in the program.

Providers must also register with the ILSP. If a provider is not already registered with Premier, the ADRC will help you to educate them about the ILSP program and how to register. You will work with the ADRC to identify the right contact at a provider agency to make decisions and sign forms. It may be difficult to identify the correct contact for nationally known providers, such as big box stores. The ADRC may help you to identify local businesses or franchises who are better suited to register with the ILSP.

You do not need to allocate your entire ILSP budget in the initial service plan. You may work with the ADRC to revise and update your service plan throughout your 12-month benefit period.

If you would like to purchase an item or service costing more than your ILSP budget, you may use ILSP funds to cover a portion of the cost. You should list the amount of your ILSP budget you want to use in your service plan. You will be responsible for paying any portion of the cost that is not covered by the ILSP. The service provider will bill you directly for any remaining cost of the item or service after the ILSP program has paid its portion of the claim.

Non-professional in-home service providers

In many cases, you will work with the ADRC to find a service provider organization or vendor to meet your needs. However, you may also elect to work with a non-professional in-home service provider, also called non-professional providers or NPPs. NPPs are people such as friends or family members who can provide some types of services, instead of working with an organization. Appendix B shows which types of services are allowable for NPPs to provide. If you choose a non-professional provider, you must identify them by name in your service plan. The ILSP does not provide standardized training for NPPs; however, the ADRC may be able to suggest educational resources if needed.

If you choose to use an NPP, you are responsible for evaluating their qualifications. You are responsible for all legal implications associated with choosing an NPP to provide services. NPPs are treated as contractors, and DHS, the ADRC, and Premier do not assume the role of an employer for any services funded by the ILSP.



NPP eligibility

As an ILSP participant, you may choose a family member or friend to provide services as an NPP; however, all work must be clearly and directly related to your care and support. A friend or family member who lives with you cannot be paid through ILSP for general household cleaning, even if you are unable to perform this duty, because they are a member of your household and would also benefit from completion of this work. By contrast, a household member could be paid through ILSP to help you bathe or wash your clothes, if you need help with these activities, since these activities are specific to your identified needs.

Other ILSP program participants cannot serve as non-professional providers. This means that you cannot select a person to work as an NPP through the ILSP if they are also enrolled in the program. It also means that you cannot be paid for work as an NPP while you are receiving benefits from the ILSP.

An individual cannot be paid as an NPP through the ILSP while they are receiving a non-professional stipend for caregiving through the Alzheimer's Family and Caregiver Support Program (AFCSP) or the National Family Caregiver Support Program (NFCSP).

Background checks for NPPs


An individual convicted of a serious crime, as defined in Wis. Stat. § 50.065, cannot be paid through the ILSP program. This includes residents of penal facilities and those convicted of first or second-degree homicide, felony murder, assisting suicide, battery, physical abuse of an elder or child, abuse of individuals at risk, neglect of patients or residents, or sexual assault. As an ILSP participant, the ADRC will ask you to sign an acknowledgement of these program rules.


If you receive supportive services from staff employed by an organization, the organization will conduct background checks to ensure the staff have not committed any serious crimes.

If you choose to receive services from a non-professional provider, DHS strongly recommends that you obtain a criminal and caregiver background check before they start work. Getting a background check is a wise decision for your own personal safety. It can also help protect you from liability.

Powers of attorney, guardians, or other agents of the participant who would like to be paid as an NPP for their ward **must** receive a background check. This is a program policy due to an inherent conflict of interest.

You can ask Premier to arrange for the background check during the worker's initial onboarding. The cost of the background check is covered by the program and will not be charged to your ILSP budget. Premier will share the results of the background check with you and your prospective NPP. These results will also be recorded in the ILSP documentation system. NPPs are also required to sign a form attesting that they have





not been convicted of the above serious crimes and are eligible to be paid through the ILSP program. If a background check shows that the prospective worker has been convicted of a serious crime, Premier will not approve them for payment through the ILSP. You can work with the ADRC to select a different person or organization to provide services.

If you choose to work with an NPP who is ineligible to be paid through the ILSP due to their criminal record, you will be directly responsible for any payments to that worker.

Worker training and scheduling

As an ILSP program participant, you are responsible for training an NPP to safely perform their job duties. You must teach the NPP how to assist you with your functional needs. You will orient providers to your home and show them where you store any necessary supplies such as gloves and cleaning products.

You will set up a work schedule with the NPP based on the approved hours in the service plan. You must notify your provider if there is a change to the schedule. You must create a backup plan if providers are not able to show up as scheduled.

Budgeting and pay rates

You will work with the ADRC to determine the number of hours, pay rate, and duration of work for NPPs. You should consider the type of work being done and your ILSP budget when setting an hourly rate for these services. The recommended pay range for an NPP is \$10.00 to \$25.00 per hour. The pay rate for all providers should not be more than the usual and customary rate for workers employed by an organization to perform similar tasks.

Worker insurance benefits


ILSP participants are not required to pay for workers' compensation insurance or contribute to any other insurance benefits. NPPs are not eligible for employment benefits through the ILSP program.

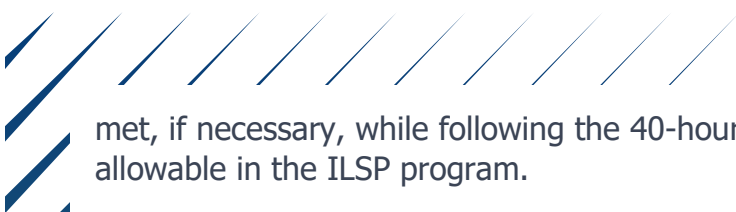
Provider invoices

All providers are responsible for submitting invoices on time to Premier. Premier's ILSP website has information available on deadlines and pay dates. Your provider may contact Premier if there are any issues with payment for an invoice.

40-hour health and safety rules

To mitigate safety risks in the ILSP program, all providers are limited to working no more than 40 hours per week. The 40-hour limit applies to a seven-day work week, which, for consistency in the ILSP program, starts on Sunday at 12 a.m. and ends on Saturday at 11:59 p.m. You may work with multiple providers to ensure your needs are





met, if necessary, while following the 40-hour per week limit. Overtime pay is not allowable in the ILSP program.

Reimbursements

In some cases, providers may be unable or unwilling to enroll in the ILSP. This may include national or online providers. If you are unable to identify a provider who will enroll in ILSP, reimbursement may be an option.

Reimbursement is **only** available for purchase of items; reimbursement is **not** available for purchasing services.

If you want to purchase an item for reimbursement, you must fill out a direct deposit form and list the item on your service plan. You cannot purchase the item until you have received an authorization letter from Premier.

After purchase, you must submit a reimbursement form and copy of your itemized receipt to Premier. You will be reimbursed according to the payment schedule on Premier's website. It may take up to a month to be reimbursed.

Only a participant, their agent with power of attorney, or their guardian may be reimbursed through ILSP.

Enrollment with Premier, the third-party administrator

When the ADRC submits the service plan to Premier Financial Management Services, Premier will follow up with your providers to provide an enrollment packet and to explain how to submit claims for payment. Providers will work directly with Premier for all ILSP processing, not with ADRCs. Premier will only pay claims for items and services that are part of the approved service plan.

Service provider coordination

The ADRC will submit your service plan to Premier for review and final approval. Premier will review the plan to confirm that all providers listed meet the criteria for coverage and are set up to submit claims for payment.

You will receive an authorization letter for each item on your service plan has been approved by Premier. The notice will include the approved start and end dates for each item or service in your plan. If a service or item is not approved, the ADRC will notify you and help you create a different plan.

Do not make any arrangements with a service provider **before you receive an authorization letter from Premier** that an item or service is approved. A sample authorization letter is included in Appendix C.

Once an item or service listed in your service plan is approved, you may contact the provider to establish a schedule for delivery of items or services. You must tell your service provider if you need to cancel or reschedule services.



Follow-Up

Monitoring your budget

Participants and the ADRC will have access to a report on the spending for your service plan through the ILSP Connect Portal. The ADRC will contact you if you have not used the funding that was authorized in your service plan to make sure that you are not having difficulty scheduling with your providers.

Updating the service plan

You may ask the ADRC for help with updating your service plan at any time during your participation in the ILSP. You cannot update your service plan without the ADRC's approval. An updated service plan must also be approved by Premier before any services begin.

Check-in calls

The ADRC will follow up with you during months 2–3 and 5–6 of your enrollment to ensure you are accessing the items and services on your service plan. The ADRC staff member will assist you in addressing any barriers to implementing your service plan.

If your needs change or if there is a change in service availability, ADRC staff will work with you to update your service plan. The ADRC will submit all updated service plans to Premier for approval. You are encouraged to contact ADRC staff with questions or concerns at any time during participation in the ILSP.

Participant-initiated contacts

The ADRC is expected to return your calls within three business days. You may schedule follow-up appointments with the ADRC as necessary to address any changing needs.

Transition process

The ILSP program is a limited-time program. An ADRC staff member will assist you with planning how your needs will be met after the pilot ends. The ADRC will discuss the transition from ILSP during a telephone call or schedule an in-person appointment.

You will talk about any ongoing or new needs and complete a post-pilot survey about your experiences in the ILSP program. The ADRC staff member will help you determine whether you are eligible to transition to another program, such as a publicly funded Medicaid long-term care program or family caregiver support program. You can expect to talk about transition from the ILSP program before your tenth month of participation.

End of benefit

Your benefits will end 12 months from your initial enrollment date or when all of your ILSP program funds are spent. The ADRC will send a letter notifying you when the program has ended.

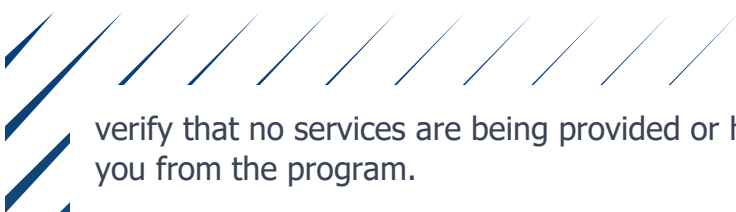
Disenrollment

You will be disenrolled from the ILSP program if you become ineligible due to:

- Enrollment in a long-term care Medicaid program.
- A move to a licensed or certified residential care setting.
- A move out of the ADRC service area.
- Loss of contact with the ADRC*.
- Death.

*Disenrollment due to loss of contact will occur if you do not arrange for services through the providers on your ILSP service plan and do not respond to the ADRC's attempts to contact you three or more times during a two-month period. The ADRC is responsible for contacting participants and all service providers on service plans to





verify that no services are being provided or have been scheduled prior to disenrolling you from the program.

If you are being disenrolled from the ILSP program, the ADRC will:

- Complete the ILSP Participant Disenrollment form.
- Send a letter with the disenrollment date and an explanation of why your ILSP participation was discontinued.
- Notify Premier of your disenrollment. Premier will not approve claims for services occurring after you have been disenrolled.
- Offer guidance to address any remaining needs using the same transition process outlined above, including the post-pilot survey, a reassessment of your functional needs, coordination of referrals, and options counseling.

Participant Enrollment Extension Requests

If you are unable to use the entire \$7,200 allowance within one year, you may ask the ADRC for an extension of up to three months to use the remaining funding.

Extension requests can be submitted to the ADRC at any time prior to the end of your 12-month benefit period. No extensions are allowed after the benefit period is over. ADRCs can grant a three-month extension, or extension until March 31, 2025, whichever is sooner. To be approved, you must have a plan to use the remaining funding within the extension period. No additional funding is available to participants beyond the standard \$7,200 allowance.

ILSP Connect Portal

Participant access

As an ILSP participant, you will have access to an online portal to monitor your budget and provider claims. Please contact Premier if you have concerns about claims listed in the portal. Premier will provide information on how to log in to the ILSP Connect Portal and on its use. If you are not comfortable using the portal yourself, you may contact Premier directly or request assistance from the ADRC.

ADRC access

ADRCs will have access to the ILSP Connect Portal to review information on ILSP participants in their service area. ADRCs will be able to access participant budget and provider claims for each individual they serve.



Provider access

Providers, including organizations and NPPs, will have access to the ILSP Connect Portal to review their claims status. Providers will only be able to view information about their own claims. They will not have access to your service plan or budget.

ILSP Program Evaluation

All ILSP participants will answer a survey before enrolling in ILSP and again near the end of ILSP participation. These surveys help ADRC staff identify your needs and provide information needed by DHS to evaluate the success of the ILSP program. You may be contacted by a surveyor associated with the University of Wisconsin to collect more information about your experience. Please respond promptly to these requests. Your answers will provide DHS with important information on how well the ILSP program met your needs.

If you have any questions or concerns about the ILSP program evaluation, please contact your ADRC.

Complaints and Grievances

As an ILSP participant, you are entitled to high quality services. If you have any complaints about your experience with this program, please direct them to the appropriate entity as follows.

- **ADRC:** Complaints or grievances about ADRC services should be addressed according to your ADRC's complaints and grievance policy. The ADRC will provide you with a copy of their agency's complaint and grievance policy.
- **Premier:** Complaints or grievances about provider enrollment or claims processing should be addressed to Premier.
- **Provider:** Complaints or grievances with service providers should follow that entity's complaint and grievance policy.
- **NPP:** Complaints and grievances involving an NPP should be made directly to the NPP. You may want to consider terminating your contract relationship with the NPP and identifying a new provider.

The ILSP program does not provide case management and does not supervise or oversee the provision of care to program participants. If you feel that your health or safety is endangered, you are encouraged to seek immediate help through any of the following resources:

- Local law enforcement
- Adult Protective Services: (dhs.wisconsin.gov/aps/)
- Wisconsin Elder Abuse Helpline: (reportelderabusewi.org/) or 1-833-586-0107



Preventing Budget Mismanagement and Fraud

As an ILSP participant, you have the responsibility of managing your budget and preventing fraud.

If you think any of your providers is committing fraud, report it to the Department of Health Services Office of the Inspector General using their fraud-reporting website (www.dhs.wisconsin.gov/fraud) or their toll-free helpline at 1-877-865-3432.

Examples of fraud:

- A provider bills for more hours than they worked.
- A provider bills for services that they did not provide to you.
- A provider submits multiple invoices requesting payment for the same hours.
- A person who applies to be a non-professional provider provides false information during the participant-requested background check process.

The Department of Health Services takes all fraud allegations seriously. Fraud allegations may be sent to the Department of Justice for a criminal investigation. Each fraudulent invoice signed could be a separate fraud incident, so you should review all invoices closely before signing them.

ADRC Policies and Operations

ADRC staff will abide by the following ADRC policies and procedures while administering the ILSP program.

Confidentiality

Information that you provide to the ADRC remains confidential. All ADRCs must comply with state standards as outlined in the Confidentiality Policy and Procedures (dhs.wisconsin.gov/publications/p02923-06.pdf).

General ADRC service limitation and termination

The ADRC may limit or terminate services to customers according to state standards outlined in the Service Limitation and Termination Policy (dhs.wisconsin.gov/publications/p02923-08.pdf). This policy is general in nature and not specific to the ILSP program.

Access to emergency or crisis intervention services

The ADRC must follow state standards in providing access to emergency and crisis intervention services, as outlined in Access to Emergency or Crisis Intervention Services (dhs.wisconsin.gov/publications/p03062-17.pdf).



Key Contacts

ADRC contact information

If you have questions about your enrollment, your service plan, or the end of your of ILSP benefit, contact your ADRC.

Website: dhs.wisconsin.gov/adrc

Third-party administrator contact information

If you or your service providers have questions about claims or payments, contact the third-party administrator, Premier Financial Management Services.

Website: premier-fms.com/forms/wisconsin/ilsp

Claims questions and submissions:

- Phone: 888-890-2286
- Email: ilspclaims@premier-fms.com
- Fax: 877-334-2619

Forms questions and submissions:

- Phone: 888-890-2286
- Email: ilspfr@premier-fms.com
- Fax: 877-334-2584

General questions:

- Phone: 888-890-2286
- Email: ilsp@premier-fms.com

Wistech contact information

If you have questions about an accessibility or assistive technology assessment, first contact your ADRC for a referral. If you have already been referred to Wistech, you may contact them with helpful information related to your assessment.

- Website: dhs.wisconsin.gov/wistech
- Email: DHSWistech@dhs.wisconsin.gov

Service provider contact information

If you have questions about scheduling services, contact your service provider. Contact information for your service providers can be found on your service plan.

Appendix A: Glossary of Terms

Aging and disability resource center (ADRC): This is an entity that meets the standards for the operation and is under contract with the Department of Health Services to provide services under Wis. Stat. § 46.283(3), or, if under contract to provide a portion of the services specified under Wis. Stat. § 46.283(3), meets the standards for operation with respect to those services.

Assistive technology (AT): This includes any item, piece of equipment, software program, or product system that is used to increase, maintain, or improve the functional capabilities of a person with a disability or functional limitation.


Caregiver background check: This is a review of a caregiver's criminal, commercial, and financial records prior to the caregiver starting work in a position responsible for the care, safety, and security of children or adults.

Claim: A claim is a request for payment for items or services provided to an ILSP program participant that is authorized and allowable.

Conflict of interest: This is a situation where a person or entity other than the participant is involved in planning or delivery of services to a participant and has an interest in, or the potential to benefit from, a particular decision, outcome, or expenditure.

Criminal background check: This is a review of any criminal conviction record of a potential provider.





Independent Living Supports Pilot (ILSP): This pilot program that is funded through the American Rescue Plan Act is intended to provide short-term supports to older adults and people with disabilities residing within participating ADRC service areas.

Non-professional in-home service provider or non-professional provider (NPP): An NPP is a person contracted by the participant to provide services.

Participating ADRC: This is an ADRC that has been selected by the Department of Health Services to provide ILSP education, enrollment, and grant funding to their community.

Service plan: The service plan contains a list of ILSP-eligible items and services a participant and ADRC have selected to improve a participant's independence or ability to remain in their own home. Service plans must directly address a functional need. Service plans must be approved by the ILSP third-party administrator before any services may start or items may be purchased.

Third-party administrator: For the ILSP, this is a financial management service that verifies qualifications of providers, approves participant service plans, and pays claims for approved items and services. The third-party administrator also maintains a portal allowing participants and ADRCs to monitor their ILSP budgets, service plans, and claim payments.

Appendix B: Service Categories

Definitions

This section lists services available through the ILSP program. Please discuss the services you would like to receive with an ADRC staff member.

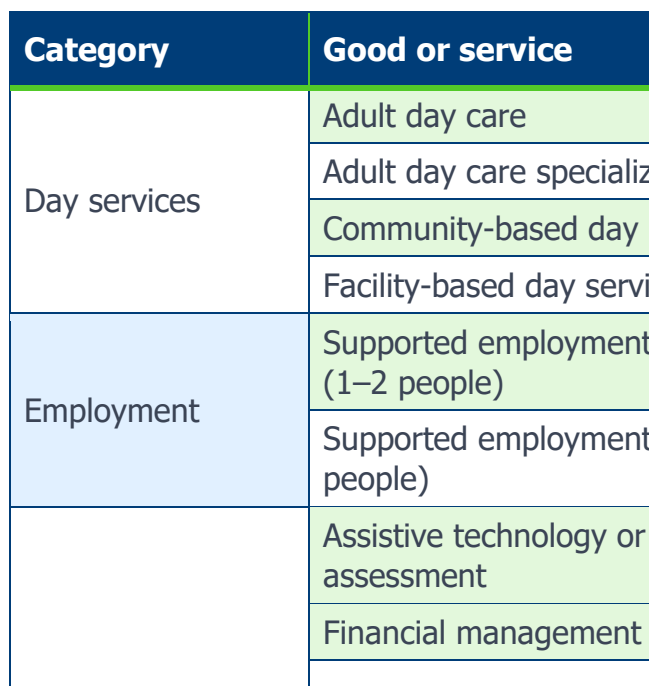
Category	Good or service	Provider type
This is a description of the group to which each service or good belongs.	This is a description of the type of service.	This refers to what type of provider is allowable. <ul style="list-style-type: none">• ORG=Provider organization or vendor• NPP=Non-professional provider

Service categories

Category	Good or service	Provider type
Living situation	Home modification	ORG
	Housing counseling service	ORG
	Moving—community transition services	ORG
Support	Community involvement support reimbursement	NPP
	Consultative clinical and therapeutic services for caregivers (family member)	ORG
	Consultative clinical and therapeutic services for caregivers (non-family member)	ORG
	Daily living skills training	NPP ORG
	Meal—home-delivered	ORG
	Meal—community dining center	ORG
	Medication reminder service, not face-to-face	ORG
	Personal care services	ORG

Category	Good or service	Provider type
Support	Respite in other setting	NPP ORG
	Respite in participant's home	NPP ORG
	Supportive home care—chore service	NPP ORG
	Supportive home care—companion service	NPP ORG
	Supportive home care—routine	NPP ORG
	Training services for unpaid caregivers	ORG
	Transportation	NPP ORG
	Transportation pass	ORG
	Transportation trip	ORG
	Transportation trip or pass for participant's attendant	ORG
Aids, equipment, and supplies	Assistive technology—purchase	ORG
	Assistive technology (used)—purchase	ORG
	Communication aid—purchase	ORG
	Electronic medication management device—installation	ORG
	Electronic medication management device—purchase	ORG
	Electronic medication management device—rental	ORG
	Electronic medication management device—telephone line costs	ORG
	Electronic support equipment (video, movement, sound)—installation and testing fees	ORG
	Interpreter service	ORG


Category	Good or service	Provider type
Aids, equipment, and supplies	Personal emergency response system (PERS)—installation and testing fees	ORG
	Personal emergency response system (PERS)—monthly service fee	ORG
	Personal emergency response system—one-time purchase	ORG
	Specialized medical supplies—purchase	ORG
	Specialized medical equipment—purchase	ORG
Treatment-related services	Alternative therapy session	ORG
	Behavior treatment therapy	ORG
	Consumer education and training—individual session	ORG
	Consumer education and training—group session	ORG
	Counseling and therapeutic service	ORG
	Counseling and therapeutic service in an overnight camp	ORG
	Counseling and therapeutic service supply or expense	ORG
	Fitness class	ORG
	Health club membership fee	ORG
	Health club membership fee	ORG
	Health club membership fee—initial	ORG
	Massage therapy	ORG
	Nutritional counseling session	ORG
	Occupational therapy in the participant's home	ORG
	Physical therapy in the participant's home	ORG
	Recreation or community day camp	ORG
	Speech therapy session	ORG
	Weight management counseling session	ORG



Category	Good or service	Provider type
Day services	Adult day care	ORG
	Adult day care specialized service	ORG
	Community-based day services	ORG
	Facility-based day services	ORG
Employment	Supported employment in integrated setting (1–2 people)	NPP ORG
	Supported employment—group (3–8 people)	ORG
Other	Assistive technology or accessibility assessment	ORG
	Financial management services	ORG
	Individual-directed goods and services	NPP ORG
	Legal services	ORG
	Support broker services	ORG
	Vehicle modification	ORG

Appendix C: Example Authorization Letter

Please see the next page for an example of an authorization letter from Premier.





 info@assuracesd.com
www.premier-fms.com/forms/wisconsin/ilsp/.com
 10425 W North Ave
Suite 345
Milwaukee, WI 53226

Monday, March 11, 2024

To:

Recipient Name

Title

Company

Street Address

City, State, Zip

Dear ABC Transportation

This letter is to confirm that ABC TRANSPORTATION is approved to provide the following service(s) to you:

Participant Name	Start Date	End Date	Service Description	Service Code	Modifier	Units	Frequency	Rate	Unit Type

A complete claim will include all of the information listed above along with each individual date of service. Additionally, please include Provider name and Provider EIN on the claim. The invoice number can be used to easily track claims but is not required.


Also enclosed you will find the following:

PFMS ILSP NPP/Vendor Payment Schedule – All claims must be submitted by the due date listed. Anything submitted after the due date will be paid on the next provider payment run.

PFMS ILSP Sample Claim form – Provided to show how a completed claim looks.



 info@assuracesd.com
www.premier-fms.com/forms/wisconsin/ilsp/.com

 10425 W North Ave
Suite 345
Milwaukee, WI 53226

PFMS ILSP Claim form – This form was created for providers who do not submit claims generated from their system. This form is not required but has fields for all the required information.

If there are any questions, please contact Ilsp@premier-fms.com or call us at 888-890-2286.

Sincerely,

PFMS ILSP HR Paperwork department