

# Children's Mental Health Waiver

## Provider Procedure for: *Exceptional Service Plan Request*

**Implementation Date:** 7/1/06

**Revision Date:** 9/1/07

### Overview

Exceptional service needs for a youth and family being served by the waiver may be identified at any time. Exceptional service needs are defined by the Waiver Program as being services provided at a level of duration or frequency to reflect a quarterly service plan cost of more than \$7,000. How these needs are addressed and in what time frames must be agreed upon by the youth, family, and members of the Family Care Team.

Exceptional service needs may be addressed through an upcoming Individual Service Plan. It must be determined and agreed upon by ALL members of the Family Care Team that this time frame is appropriate and acceptable based on the level of service need and the date of the upcoming service planning meeting. In this instance, the Exceptional Service Plan request is submitted as part of the ISP document with the specific needs clearly outlined and supported as the primary focus of services and supports to be provided.

Exceptional service needs may also be addressed as a modification to the existing ISP. The resulting service plan modification would add new or increase existing service frequency/duration to cause the plan to exceed a quarterly plan cost of \$7,000. This method should be used to address more immediate needs and actions to be taken.

The purpose of the Exceptional Service Plan Request is to:

- Identify and explain needed services.
- Document options and supports considered and tried by the Family Care Team before making the request.
- Identify and explain need as short or long term.
- Identify and document plan priorities to demonstrate service needs.
- Develop and implement a monitoring plan to evaluate the services requested to ensure they are meeting the needs of the youth/youth and family.

The Waiver Program is required to review and approve all exceptional service plan requests prior to implementation, either as part of an Individual Service Plan or plan modification. Following approval by the Waiver Program, services are implemented and monitored following existing timelines, sooner as identified by the Team to address specific health and safety issues.

### Waiver Provider Roles and Responsibilities

#### Family Care Coordinator will:

- ↳ As applicable, convene a meeting of the Family Care Team to facilitate the development of the exceptional service plan request.
- ↳ Complete the Exceptional Service Plan Request form (WP-4) and submit with any supporting documentation required to the Waiver Program for review and approval.
  - Submit an Exceptional Service Plan request as part of the ISP document developed as part of a regularly scheduled/held ISP planning meeting.
  - Submit with the Individual Service Plan Modification form (FCC-3) within at least 3 working days prior to the identified plan modification start date.

- Provide additional information as requested, including:
  - ISP Waiver Service Objective form (FCT-1) and/or the ISP Behavior Support Plan (FCT-6) if available at time of submission
  - If not available, must be submitted with next Family Care Team Monthly Service Plan Review (FCT-1) sent to the Waiver Program.
- Agreed upon plan modifications must be implemented within 5 working days of the Team meeting – sooner if identified by the Team to address specific health and safety issues.
- ↳ Follow information sharing process to provide copies of the approved request to youth/youth and family and all involved Family Care Team members.
  - Providers should not act on requests until they receive a copy of the approved plan or modification from the Family Care Coordinator.
- ↳ Monitor, evaluate, and report as part of the Family Care Team Monthly Service Plan Review (FCC-1):
  - Service utilization
  - Monitoring schedules and mechanisms used
  - Impact on focus of Individual Service Plan
- ↳ A review and status update for the exceptional service plan request will be documented in the next quarterly Individual Service Plan.
  - This reporting will be documented under the Team Meeting Minutes section of the ISP document.

**Waiver Service Providers will:**

- Identify exceptional service needs of youth and family served and request a meeting of the Family Care Team to discuss needs and how they can be addressed.
  - Investigate and make recommendations for options or supports that could be utilized to address exceptional service needs being addressed.
- Upon receipt of copy of approved ISP or plan modification, design service outcome objectives (FCT-1) and/or behavior support plans (FCT-6) to focus on exceptional service needs and priorities.
- Report/document progress status and utilization as part of Family Care Team Monthly Service Plan Review (FCC-1).