

My Life, My Community: Proposed IDD Service Delivery System Assessment, Service Planning and Service Delivery Process

	July 2016- June 2017	July 2017 – July 2018	After July 2018
System	Moving from Post Utilization Management To Predictive Utilization Management, Person-Centered		
Individual	<ul style="list-style-type: none"> • Continues to be assessed for needs using the Supports Intensity Scale and other factors • Assessment results in a level of care (Assessment Levels 1-7) assignment that is reflective of their support needs 		
Case Manager	<ul style="list-style-type: none"> • Works with the individual and significant others using a person-centered process to develop an individual support plan (ISP); informs individuals of new services/opportunities for an integrated life; uses the “calendar of activities” for individual flexibility. • CSB/BHAs receive ongoing dashboards regarding integrated day services & employment. 		
	<ul style="list-style-type: none"> • Service packages/Supports budgets will not be part of the process of developing the calendar of activities and supports for two fiscal years to gain experience with system changes and ensure sufficient training 		<ul style="list-style-type: none"> • Individual’s ISPs are reflective of packages/budgets that are appropriate for that Assessment Level • Greater correlation of level of need with the intensity & type of community services utilized
		<ul style="list-style-type: none"> • Continues to work with individuals and their families whose ISPs are outliers within the Assessment Levels to use services that are more appropriate for the individual within the Assessment Level 	
Providers	<ul style="list-style-type: none"> • Providers will refine service models and adjust to the targeted population they serve based on an individual’s Assessment Level and service needs 		
	<ul style="list-style-type: none"> • New services added to the system/rates adjusted for some services & tied to Assessment Levels (1-7) 	<ul style="list-style-type: none"> • Begin receiving “dashboard data” that reflects individual service utilization 	
DBHDS	<ul style="list-style-type: none"> • Behind the scenes and consistent with current practice, DBHDS continues to use prior authorization (PA) and data analysis to monitor system; utilizes the calendar to facilitate review; ask for further justification or information as needed prior to PA approval. 		

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	<ul style="list-style-type: none"> • Conduct comprehensive data analysis on Assessment Levels, service authorization and utilization patterns to model service package algorithms. • Conduct a targeted review of individuals whose services packages seem to be outliers or service utilization that does not match the Assessment Level • Determine whether the service package process should remain part of the authorization process and behind the scenes and/or part of case management duties (assessment, care planning) 	<ul style="list-style-type: none"> • Pilot with 5 to 8 CSBs for case managers to authorize services with post-review monitoring to determine training, oversight & rules needed. 	<ul style="list-style-type: none"> • Implement service package algorithms (which will be validated reflecting rate adjustments and new service implementation) • Continue to monitor system progress towards inclusive community services