

## Changes to Participant's Services (PCSP)

### Increasing an existing Mi Choice Waiver service:

- Contact Service Provider (s) to determine if increase in service is available:
- If available:
  - Update Work Order and submit to the Case Tech for entry
    - Note "Increase" in Reason for Work Order
      - Include the total hours and units for the service, not just the increased amount
      - Add the start date of the increase
      - Add progress note regarding reason for increase and submission of paperwork
    - Place date-stamped copy in UPCAP file

### Adding New MI Choice Service:

- Contact Service Provider to determine if service is available:
- If service is available:
  - Update Work Order and submit to the Case Tech for entry
    - Note "New" in Reason for Work Order
      - Add the start date of the service
    - Place date-stamped copy in UPCAP file
  - Update Person-Centered Service Plan in COMPASS
    - Add new goal to address issue if not previously addressed
    - Add new service under Interventions and select the issues addressed
    - Add intended start date of new service
    - Print and send copy of PCSP and Service Summary to participant, informal supports, or any entity designated on PCSP
    - Copy for UPCAP file
  - Print Back-Up Plan

- Send copy to participant, informal supports and any entity designated on PCSP
- Copy for UPCAP file

**\*\*NOTE:** If the participant requests a service but it is unavailable due to a provider staffing issue or lack of provider in a service area, an Adverse Benefit Determination does not need to be sent to the participant. However, the Supports Coordinator must note participant's understanding in the progress notes as well as ongoing attempts to secure the requested service, no less than monthly.

### **Reducing or Canceling Service:**

- If participant requests decrease or cancellation
  - Document participant request in the participant's case record
  - Ensure participant signature on the COMPASS PCSP, acknowledging the participants understands their right to refuse, end or suspend services at any time requiring the SC to take action immediately (no need for advance notice)
  - Send Adverse Benefit Determination to participant
    - Must specify the date, service type, frequency, and provider being reduced or cancelled and the reason (i.e. participant request)
    - Do not use abbreviations or acronyms
    - Keep copy for UPCAP file.
  - Contact Service Provider, by phone or email, of the participant's request to decrease or cancel
    - Provide them with stop dates
  - Update Work Order and submit to Case Tech for entry
    - Note "Decrease" or "Stop" in Reason for Work Order
    - If decreasing a service, include the total hours and units being authorized to continue; note details of decrease in instructions
    - Keep date-stamped copy in UPCAP file

- Update Person-Centered Service Plan in COMPASS
  - Update Goals and Interventions
    - Add Resolved and End Dates when canceling a service
  - Print and Send updated copy to participant, informal supports or any entity designated on PCSP
  - Copy for UPCAP file
- Print Back up Plan
  - Send copy to participant, informal supports or any entity designated on PCSP
  - Copy for UPCAP file

### **Denying Request for Increase or New Service:**

- If the participant requests an increase in an existing service or a new service and the Supports Coordinator denies request:
  - Document contact in progress notes, making note that participant was informed of right to appeal decision.
  - Send Adverse Benefit Notice with internal appeal information to participant
    - Clearly identify reason for denial with supporting information
    - Do not use abbreviations or acronyms
    - Keep copy for UPCAP file