

APPENDIX F – QUICK REFERENCE GUIDE TO SERVICE APPROVALS

While most CCP services can be accessed by identifying the need for that service through the NJ CAT and/or person-centered planning process documented in the PCPT and including the service and related outcome in the approved ISP, some services require additional steps or Division approval in order to access them. The following processes must be followed in order to access those services for someone enrolled in the CCP:

| Service | Process for Approval/Access |
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| Assistive Technology | <ul style="list-style-type: none"> The Support Coordinator will assist the individual in identifying an approved Assistive Technology provider to conduct an evaluation The Support Coordinator will submit a request to conduct the Assistive Technology evaluation through iRecord for Division review and approval If an AT evaluation has already been conducted (through school, for example), the Support Coordinator should include that information within the details of the submitted request and upload the evaluation into the “Documents” tab The Division will review the evaluation request and provide a determination. This determination may be to skip the evaluation if needed information is already available (through a previous evaluation, for example). If “approved,” by the Division, the Support Coordinator will add Assistive Technology to the ISP and utilize the Assistive Technology Evaluation procedure code (T2028HI) Upon approval of the ISP, the Assistive Technology provider conducts the evaluation as prior authorized and submits the completed evaluation and supporting documents to the Support Coordinator Once the evaluation has been completed (or if the evaluation step has been skipped as approved by the Division), the Support Coordinator will submit a request for the Division to review and approve the Assistive Technology itself Once the Assistive Technology is approved, the Support Coordinator will add Assistive Technology to the ISP using procedure code T2028HI The Assistive Technology provider will render services as prior authorized by the approved ISP and claim to Medicaid (if a Medicaid provider) or submit an invoice to the Fiscal Intermediary (if not a Medicaid provider) Questions or concerns that are related to this process can be directed to the Service Approval Help Desk at DDD.ServiceApprovalHelpdesk@dhs.nj.gov. |
| Community Transition Services | <ul style="list-style-type: none"> The SC will assist the individual in identifying entities from which they can access the needed Community Transition Services The SC will complete and submit the Community Transition Services Request Form to DDD.ServiceApprovalHelpdesk@dhs.nj.gov for approval The Division will review the request to ensure it meets Community Transition Services criteria, ask for supporting documentation or additional information as needed, and provide a determination Upon Division approval, the SC will add Community Transition Services to the ISP and follow the ISP approval process The Community Transition Services provider will render services as prior authorized by the approved ISP and claim through the FI |
| Goods & Services | <ul style="list-style-type: none"> The Support Coordinator will assist the individual in identifying entities from which they can access the needed Goods & Services The Support Coordinator will add Goods & Services to the ISP prompting submission of the request for Goods & Services which will be submitted and reviewed by the Division The Division will review the request to ensure it meets Goods & Services criteria, ask for supporting documentation or additional information as needed, and provide a determination Upon Division approval, the SCA will follow the process to approve the ISP Once the ISP is approved, the prior authorization will be automatically sent to the Fiscal Intermediary The Support Coordinator should send the Service Detail Report (and ISP if appropriate and agreed upon by the individual) to the entity that will be providing the approved Goods & Services The Goods & Services provider will render services as prior authorized by the approved ISP and submit an invoice through the FI for payment |
| Supported Employment – Individual or Group | <ul style="list-style-type: none"> The individual must seek employment services, if needed, from the Division of Vocational Rehabilitation Services (DVRS) or Commission for the Blind and Visually Impaired (CBVI) DVRS/CBVI determines eligibility and completes the Employment Determination Form - (F3) and submits it to the SC |

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| Career Planning Prevocational Training | <ul style="list-style-type: none"> • The SC uploads the Employment Determination Form - (F3) in iRecord • Individual accesses services available through DVRS/CBVI as indicated on the Employment Determination Form - (F3) • Individual accesses services not available through DVRS/CBVI through DDD – as written in the approved ISP (DDD will always provide employment services if they are not available through DVRS) |
| Environmental Modifications | <ul style="list-style-type: none"> • The Support Coordinator will assist the individual in identifying an approved Assistive Technology provider to conduct an evaluation in order to ensure the Environmental Modification will benefit the individual and is completed correctly for the individual's needs • The Support Coordinator will submit a request to conduct the Assistive Technology evaluation through iRecord for Division review and approval • The Division will review the evaluation request and provide a determination. This determination may be to skip the evaluation if needed information is already available (through a previous evaluation, for example). • If “approved,” by the Division, the Support Coordinator will add Assistive Technology to the ISP and utilize the Assistive Technology Evaluation procedure code (T2028HI) • Upon approval of the ISP, the Assistive Technology provider conducts the evaluation as prior authorized and submits the completed evaluation and supporting documents to the Support Coordinator • Once the evaluation has been completed (or if the evaluation step has been skipped as approved by the Division), the Support Coordinator will submit a request and additional details for the Division to review and approve the Environmental Modification itself • Once the Environmental Modification is approved, the Support Coordinator will add Environmental Modification to the ISP • The Environmental Modification provider will render services as prior authorized by the approved ISP and claim to Medicaid (if they are a Medicaid provider) or submit an invoice to the Fiscal Intermediary (if not a Medicaid provider) • Questions or concerns that are related to this process can be directed to the Service Approval Help Desk at DDD.ServiceApprovalHelpdesk@dhs.nj.gov. |
| Physical Therapy Occupational Therapy Speech, Language, and Hearing Therapy | <p>Therapy is for Habilitation</p> <ul style="list-style-type: none"> • The Support Coordinator will review the NJ CAT to identify an indication that the Occupational Therapy is needed • The Support Coordinator uploads a copy of the medical prescription and documentation that the Occupational Therapy is necessary for habilitation provided by an appropriate health care professional to iRecord – this information may be provided through two separate documents or all within the prescription • The Support Coordinator will include Occupational Therapy in the ISP as is done for other services • Occupational Therapy is prior authorized, delivered, and claimed <p>Therapy is for Rehabilitation</p> <ul style="list-style-type: none"> • The Support Coordinator will review the NJ CAT to identify an indication that the Occupational Therapy is needed • The Support Coordinator uploads a copy of the medical prescription provided by an appropriate health care professional to iRecord • The individual/family reaches out to the primary insurance carrier/MCO to request Occupational Therapy • If the primary insurance carrier/MCO approves the Occupational Therapy, the individual will access this therapy through their primary insurer and follow the process required by that insurer • If the primary insurer/MCO denies the Occupational Therapy, the individual will receive (or must request) an Explanation of Benefits (EOB) • The individual will submit the primary insurer/MCO's EOB to the Support Coordinator • The Support Coordinator will upload the EOB to iRecord and assist the individual in identifying providers of Occupational Therapy • The Support Coordinator will include Occupational Therapy in the ISP as is done for other services • When the ISP is approved, the prior authorization will be emailed to the provider and the Support Coordinator will submit the EOB from the primary carrier/MCO to the service provider that has been identified in the ISP to provide Occupational Therapy • The prior authorized service provider (identified in the ISP) will request the “Bypass Letter Request Form” from OSC.tplunit@osc.nj.gov |

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| | <ul style="list-style-type: none"> • The service provider completes the Bypass Letter Request Form, attaches the explanation of benefits (EOB) for the denied service (either for exhausted benefits or non-coverage), and submits the documents to the OSC • Staff at the OSC will review the information and issue a Bypass Letter if appropriate • The service provider will submit claims for rendered services along with the Bypass Letter to Gainwell Technologies for payment |
| Vehicle Modifications | <ul style="list-style-type: none"> • The SC will assist the individual in identifying a business that offers this service and gather an estimate and supporting documentation • The SC will upload the estimate/bid and any supporting documents to iRecord and notify the Division at DDD.ServiceApprovalHelpdesk@dhs.nj.gov for review. All estimates/bids must include the following: <ul style="list-style-type: none"> ○ The requested item needed, including name, model number, and any other identifying Specifications (all measurements must be taken by a professional to ensure the Specifications are correct) ○ Unit cost and quantity, if applicable, and total quoted price <ul style="list-style-type: none"> ○ Clear itemization of cost of material, labor, and shipping/freight if applicable ○ Name and address of vendor on company letterhead ○ Vendor's Federal ID number ○ Vendor representative's name, phone number, and email address • The Division will review the estimate/bid and supporting documentation and provide a determination regarding the requested Vehicle Modifications • Upon Division approval, the SC will add needed Vehicle Modifications and follow the ISP approval process • The Vehicle Modifications provider will render services as prior authorized by the approved ISP and claim through the FI |