

GREENE COUNTY BOARD
OF DEVELOPMENTAL DISABILITIES



Independent Provider Orientation Handbook



As an Independent Provider, **YOU are required by the Ohio Department of Developmental Disabilities to maintain your own certification and meet the rule requirements based on the services you provide. Included on the following pages are some of the key responsibilities you have as an Independent Provider.**



Your ISP Responsibilities

- You will need to be trained on the ISP (Individual Service Plan) by the SSA (Service and Support Administrator), and sign in agreement to the ISP services before you can start providing services. A start date for you will be confirmed by the SSA. You will also need to participate in team planning meetings and sign in agreement of the services prior to the ISP start date each year/with revisions as requested.
- The ISP is the authorizing document, meaning that it tells you what you are being paid to provide. The services you provide an individual, and the frequency of these services, must line up with the individual's ISP, and therefore reflect what is important to and for them.
- You must keep a copy of the current ISP with your records. You should receive an emailed copy of the ISP at least 15 days prior to the plan start date, as well as with any revisions. All ISPs will be sent by email and you are required to open them and review. These emails are encrypted for confidentiality reasons, so you will need to follow the steps in the email to set up an account to open the ISP attachments. If you have not received a copy of the ISP prior to the individual's start of their plan year, you will need to contact the individual's SSA to follow-up.
- When you receive the ISP, to remain in compliance you must promptly update your service documentation to reflect any changes to the services you are responsible for and documenting on.
- You are an important ISP team member and you have valuable input to share in the planning process. If something in the ISP is not accurate you need to let the SSA know.

- You are required to share the following information with SSAs assigned to the individuals you serve:
 - a. The number of individuals you provide any Medicaid-funded services to
 - b. The number of hours of services you provide to these individuals in a workweek
- You need to share the above information in the following circumstances:
 - a. Whenever you are selected by an individual to provide services
 - b. Whenever due to an emergency it becomes necessary for you to exceed 60 hours in a work week
 - c. And upon request of an SSA

Your Documentation Responsibilities

- Medicaid Requires the following items to appear in your documentation:
 - (1) Type of service.
 - (2) Date of service.
 - (3) Place of service.
 - (4) Name of individual receiving service.
 - (5) Medicaid identification number of individual receiving service.
 - (6) Name of provider.
 - (7) Provider identifier/contract number.
 - (8) Written or electronic signature of the person delivering the service or initials of the person delivering the service if a signature and corresponding initials are on file with the provider.
 - (9) Group size in which the service was provided.
 - (10) Description and details of the services delivered that directly relate to the services specified in the approved individual service plan as the services to be provided.
 - (11) Number of units of the delivered service or continuous amount of uninterrupted time during which the service was provided.
 - (12) Begin and end times of the delivered service.
- Your service documentation needs to include all the things the ISP states you are responsible for. It must also include how often each service is expected to happen and you must make sure you are meeting that expectation. If you cannot complete a task as it is written, make a note of the circumstances on your doc sheet. If you think there needs to be updates/changes to the services in the ISP you must contact the SSA so they can follow-up and make any needed revisions.

- Your service documentation needs to be accurate and match your billing. It is Medicaid Fraud to bill for services you did not provide. We have had local providers lose their certifications because of this issue.
- Per Medicaid rule, you must keep your documentation records for at least 6 years, and be able to present them if an audit would be completed.
- You can find templates for service documentation on our website, greenedd.org under the Providers tab – documentation. You can also make your own template as long as it includes all the required elements listed above.

Your Incident Reporting/Tracking Requirements

- You are required to report any unusual incidents to the assigned SSA. To report the incident you will need to complete an Unusual Incident Report (UIR). You can find a copy of the UIR on our website in the Providers link under “incident reporting”. Your annually required training on Major Unusual Incidents (MUI), and Incident reporting will give you details of when and what you are required to report. The next page of this handbook summarizes your reporting requirements and reporting timelines as well.
- For tracking of Unusual Incidents, you need to maintain an Unusual Incident log for each month. Even if there are no incidents to report, you will need to have a log completed to show you are mindful of the tracking. You can also find the UIR log on our website in the Provider link under “incident reporting”.
- You are required to notify our Investigative Agent (IA) of incidents semiannually. You will need to complete the analysis report (on our website in the incident reporting section of our providers tab) and send it to the IA at report@greenedd.org. You will email 2 reports each year, one reflecting January 1st through June 30th, and then one for July 1st through December 31st. If you have questions, email report@greenedd.org.

Incident Reporting Guidelines

<p>Required Notifications: must be made the same day</p> <ul style="list-style-type: none"> · Guardian, advocate, or person identified · SSA for individual · Licensed or certified residential provider · Staff or family in the home 		<p>MUI Reporting: report@greenedd.org</p> <p>During business hours, and after hours: (937) 562-6500</p>
<p>MUI = Major Unusual Incident (Protocol)</p>	<p>MUI = Major Unusual Incident (Non-Protocol)</p>	<p>UI = Unusual Incident</p>
<p>Report to GCBDD within 4 hours and Report immediately to Law Enforcement or Children Services in cases of suspected child abuse (up to age 22):</p> <ul style="list-style-type: none"> ○ Abuse ○ Suspected Abuse ○ Neglect ○ Exploitation ○ Misappropriation ○ Suspicious or accidental death ○ Media inquiries 	<p>Report to GCBDD the same day:</p> <ul style="list-style-type: none"> ○ Attempted Suicide & Death ○ Injury from a known cause ○ Law Enforcement ○ Medical Emergency ○ Missing Individual ○ Unapproved Behavior Support ○ Unknown Injury ○ Unscheduled Hospitalization 	<p>Report to GCBDD by 3p.m. the next working day:</p> <ul style="list-style-type: none"> ○ Minor Injuries: lacerations, scrapes, contusions or discolorations of known origin, minor burns, rash. ○ Behavioral episode: a physical or verbal outburst of an eligible individual that does not require physical intervention. ○ Self-medication errors: an individual who administers their own medication fails to administer the medication as prescribed (with no adverse effects). ○ Atypical behavior: an occurrence where an eligible individual displays behavior that is unusual or displays a typical behavior increasingly which causes concern for health and safety.

Your Medication Administration Responsibilities

- If you administer medication to an individual who lives with their family, the responsible family member will need to complete a family delegation form with the SSA stating that they will provide training to you on how they would like you to administer the medication. If you have questions about this, contact the individual's SSA.
- DODD approved medication administration training is required if you administer medication to an individual not residing with family.
- If you have questions about medication administration, please email providers@greenedd.org.

Your Training Responsibilities

- You must complete annual training in the following:
 - Role and responsibilities of independent provider with regard to services including person-centered planning, community integration, self-determination, and self-advocacy
 - Individual Rights
 - Rule 5123:2-17-02 including Health and Welfare Alerts issued since previous year's training (MUI)
 - Training is completed online for free through DODD - <https://mylearning.dodd.ohio.gov/> - you will use your DODD log-in information to access the courses
- You must maintain your CPR and First Aid Certifications
 - DODD will not accept online training – require in-person skills check
 - Training must be completed by American Red Cross or American Heart Association certified instructors
- You are responsible for tracking and maintaining your training requirements, you could be audited locally or by DODD at any time.

Your Recertification Responsibilities

- You are responsible for knowing your certification expiration date and for the renewal of your certification every 3 years.
- To avoid having a lapse in your certification and/or billing, DODD is asking that you submit your application and supporting documentation **90 days prior to your expiration date**.
- DODD will send you an email 90 days prior to your expiration date to remind you to start the process.
- You can find a link to complete the application on our website, greenedd.org in the Providers Support tab under certification.
- A compliance review will be completed every term of your certification (every three years). During a compliance review, the reviewer will be making sure that you are meeting the requirements of your certification. The reviewer will give you a 90 day notification prior to your review.

For more information about your responsibilities regarding your certification and the specific services you provide, please refer to the DODD Rules. These can be found at www.dodd.ohio.gov. Click on “Rules and Laws” at the top of the screen, then on “Rules in Effect”. The rules are listed in numerical order. Click on the number of the rule to open it.

Billing for Services Provided

- DODD has developed a very helpful tutorial on billing:
 - To navigate from dodd.ohio.gov, click on the “training” link in red across the middle of the screen. This will take you to DODD’s Workspace. Then click on the “providers” tab. Scroll down and under “Provider Billing for Medicaid Services” click on the “online course” link. It should take about 20 minutes. When you finish the interactive course, you will take a short quiz. Then follow the steps to print out your certificate of completion.
- Providers can submit claims at any time; however, the deadline for processing for any given week is at noon on Wednesday. Claims submitted past the noon deadline may not be picked up for processing until the following week. On Friday of the same week, the billed reports are available in EMBS under 'provider weekly reports'. Claims are then sent to Ohio Department of Medicaid for processing. The invoice report, which indicates what will be paid, comes out the second Monday after the Wednesday production date. The entire process takes 16-21 days, although payment is typically mailed out 16 days after the claims have been picked up for processing.
- For a cost, you may choose to contract with a billing agency rather than to submit your own claims. As a provider, you would still be responsible for the accuracy and completeness of all claims. An agreement between DODD and the billing company would need to be completed to start this process.

If you have questions about any of the responsibilities and requirements included in this handbook, please contact:

Susan Collar, Provider Development Coordinator

Greene County Board of DD
(937)562-6542
providers@greenedd.org

For questions related to your user account with DODD, or applications on DODD's website, please contact:

DODD Support Center

1-800-617-6733
Opt.3-Provider Certification
Opt.4-Security (user account issues, password resets)

For questions related to incident reporting, please contact:

(937) 562-6500
report@greenedd.org

To connect with other Greene County Board of DD employees:

(937)562-6500