

## Instructions for Intensive In-Home (IIH) Providers for Individual Support Services

Starting in June 2015, there was an expansion of Intensive In-Home Services (IIH) - Individual Support Services (ISS). This is a new service added for the existing array of in-home services available to DD-eligible youth, along with Clinical & Therapeutic Services and Behavioral Services/Applied Behavior Analysis (ABA).

Outlined below is the ISS process for reference. Providers may contact the Service Desk (**877-736-9176**) with any questions.

Operation	Process
Receive referral	Access referrals through Welcome Page in CYBER via the Current Authorizations link.
Contact with Family	Provider must meet youth and family within 3 days of receiving referral. Provider should not accept if unable to staff on-going intervention. Provider shall contact MRSS/ CMO and PerformCare immediately if unable to accept.
Referral process	ISS assessment and services can be requested by MRSS as part of the ICP or by CMO as part of the ISP.
Assessment	The revised Child Adaptive Behavior Summary (CABS) for ISS is available on the PerformCare website in the Provider Forms section. The CABS will be submitted to the MRSS/CMO in an agreed upon manner; ISS will summarize the CABS findings & needs in a progress note within the youth's record. CMO will upload the document into the youth's electronic record via Document Upload in the youth's Face Sheet.
IIH Treatment Plan	ISS will complete the IIH Treatment Plan and CABS within 10 business days of initially meeting with the family. Upon receipt, PerformCare will review to ensure the summary progress note (for the CABS) and IIH Treatment Plan are submitted; will also ensure ISS request from the MRSS/CMO meets clinical criteria and authorize on-going ISS services as appropriate.
Clinical review process	PerformCare shall conduct a clinical review within 5 business days of receipt of the CMO ISP or MRSS ICP. If documentation is insufficient, PerformCare will return the ISP or ICP to the the provider agency requesting services & specify what additional information is needed; Provider has up to 5 business days to re-submit.

<b>Operation</b>	<b>Process</b>
Services authorized	View the authorization information directly in the youth's CYBER record.
Authorization timeframes	ISS services are authorized for 90-day periods.
Family Notification of Authorized Services	Families receive a letter informing them of the authorized service. On-going service needs are also discussed during Child Family Team meetings.
Progress notes	Each staff person treating and supervising youth must enter a progress note minimally on a weekly basis.
Request continued stay	Continued stay for ISS services is requested on the ISP through CMO. Before the request, the Child Family Team will review the IIH Treatment Plan and CABS to ensure the strengths, needs and strategies are identified appropriately before making the request.
Request transition to new level of care	N/A