

Overview of Individual Support Services (ISS) Instructions and Process

Individual Support Services (ISS) is one of the services in the array of in-home services available to youth with intellectual and developmental disabilities and is DD-eligible.

ISS addresses adaptive behavior and skill development for activities of daily living (ADLs). ADLs include basic activities such as self-care skills, and instrumental skills, which will enable an individual to live independently in the community. Basic ADLs include eating, toileting, hygiene, and dressing. Instrumental ADLs include using a telephone, washing dishes, preparing a simple meal, changing bed linens, and the ability to manage money.

The service intensity may range from 2-12 months, up to 10 hours per week. ISS teaches skills to the youth and educates the family in the implementation of the plan to support the youth in gaining and implementing the new skills.

To be eligible for ISS, the youth must be DD Eligible and enrolled in Care Management (CMO) or Mobile Response (MRSS) services. The youth must also remain in CMO to maintain ISS, as ISS is not a stand-alone service. Basic ADL services are for youth age 5 through 20, while Instrumental ADL services are for youth age 16 through 20.

While ISS may be accessed as a step down from Applied Behavioral Analysis (ABA) services, it **MAY NOT** be combined with ABA Behavioral Services simultaneously. ISS may be provided together with Clinical & Therapeutic Services.

- ISS providers utilize the ISS Treatment Plan, and must be submitted before continuing ISS services can be requested by CMO.
- ABA providers utilize the Functional Behavioral Assessment (FBA) and the Behavioral Support Plan (BSP).
- IIH providers of Clinical and Therapeutic services utilize the IIH Treatment Plan.

The Initial Request for ISS is the same as the IIH process, and comes through a CMO Initial Individual Support Treatment Plan (InitISP) or a MRSS Initial Individual Crisis Treatment Plan (InitICP); this will occur once the family has agreed to ISS. The plan is reviewed by PerformCare and, if deemed appropriate, an authorization for services is created.

Service Codes:

- **H2015HM** - this code is for the initial authorization is for the development of the initial plan and assessment
- **H2016HAHO** (Individual Support Technician, BA/BS level) or **H2015HAHO** (Individual Support Technician, HS/GED level) are for ongoing services.

The ISS provider is expected to have the ISS Treatment Plan entered into CYBER within 10 business days after the start of the agency's episode. The revised, abridged Child Adaptive Behavior Summary (CABS) for ISS should also be completed and submitted to the CMO or MRSS directly. The CMO or MRSS uploads

the CABS into the youth’s record in CYBER. The revised, abridged CABS for ISS is located on the **Provider Forms** section of the PerformCare website.

Since the CABS is not being uploaded by the ISS provider, **the ISS provider is expected to enter a progress note into the youth’s CYBER record**, summarizing the findings of the CABS. (This is not only for documentation purposes, but will also aid in transition for a youth who is working only with MRSS transitioning to a CMO.)

Continued Stay for ISS is requested on a treatment plan (ISP) through CMO. The ISS provider is expected to submit a new ISS Treatment Plan and CABS every 90 days, prior to the end of the current authorization period. The Child Family Team will review the ISS plan and updated CABS, to ensure the strengths, needs and strategies are identified appropriately and to support the findings from the CABS before CMO makes the request. The updated CABS will be submitted to the CMO in the same manner as the initial CABS, and the CMO will upload it to the youth’s record in CYBER.

PerformCare review staff will check the ISS plan, the progress note summarizing the CABS, and the submitted CABS, while reviewing the CMO ISP or MRSS ICP. If there is no corresponding ISS Treatment Plan or recent CABS, PerformCare will return the plan.

Upon successful review, the PerformCare staff will approve the ICP or ISP and create the authorization for continued stay for ISS services.

ISS Process for Reference

| 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 |
| Assessment | ISS assessment and services can be requested by MRSS as part of the ICP or by CMO as part of the ISP. |
| CABS | The 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 in a progress note within the youth’s record. CMO will upload the CABS into the youth’s electronic record via Document Upload in the youth’s Face Sheet. |
| ISS Treatment Plan | ISS will complete the ISS 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 ISS Treatment Plan are |

| Operation | Process |
|--|---|
| | 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 provider agency requesting services & specify what additional information is needed; Provider has up to 5 business days to re-submit. |
| 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 ISS 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 |
| Claim Submission | Claims must be submitted to PerformCare within 90 calendar days of the last date the services were rendered. |

If you have any questions, please use the Customer Service Request Form on the PerformCare website:
<https://www.performcarenj.org/ServiceDesk/>

Resources

- PerformCare website Forms page: <https://www.performcarenj.org/provider/forms.aspx>
- Child Adaptive Behavior Summary (CABS) for Individual Support Services (ISS):
<https://www.performcarenj.org/pdf/provider/cabs-summary.pdf>