

# SUPPORT COORDINATION TIP SHEET: Avoiding Service Gaps

## THINGS TO KNOW

- iRecord **ALWAYS** auto-generates a new annual plan 60 days prior to the end date of an active, approved plan.
- Short plan revisions **ALWAYS** auto-generate a new annual plan, not a micro plan. A revision to short plan 1.00 will auto-generate plan version 2.00, not plan 1.01.
- Macro Plan = 1.00, 2.00, 3.00, etc.
- Micro Plan = 1.01, 1.02, 2.01, 2.02, etc.
- SCs need to know how to use the **residential checkbox** and understand the automated **date shift function**.
- SCs should **ALWAYS** communicate with and send draft plans to providers as services are being entered

## SERVICE GAP SCENARIOS

### Short Plan Revision

When an SC puts a short plan into revision, the approved revision plan is a new, full macro plan that begins the day after the approval date. The current short plan ends on the approval date. Service gaps will occur if the SC adds a service to the revision (new macro) plan with a start date in the future.

#### To Avoid Service Gaps

- ✓ Use the residential checkbox to schedule residential services for the entirety of the plan.
- ✓ Schedule services to start on today's date – the date shift function will ensure the service start dates tie to the plan start date.

### Individual Transitioning from one Program to Another

When an individual changes programs (Interim to SP, SP to CCP, etc.), a new macro plan with new budget is created. The new macro plan begins the day after the approval date. The current plan ends on the approval date. Service gaps will occur if the SC adds a service to the new macro plan with a start date in the future.

#### To Avoid Service Gaps

- ✓ Use the residential checkbox to schedule residential services for the entirety of the plan.
- ✓ Schedule services to start on today's date – the date shift function will ensure the service start dates tie to the plan start date.

### **NJCAT Reassessment Results in New Tier**

When an individual has a new tier as the result of an NJCAT reassessment, a new macro plan with new budget is created. The new macro plan begins the day after the approval date. The current plan ends on the approval date. Service gaps will occur if the SC adds a service to the new macro plan with a start date in the future.

#### **To Avoid Service Gaps**

- ✓ Use the residential checkbox to schedule residential services for the entirety of the plan.
- ✓ Schedule services to start on today's date – the date shift function will ensure the service start dates tie to the plan start date.

### **Annual Plan Completed Late**

When an individual has a current plan that is scheduled to end in the next 60 days, iRecord will auto-generate a new annual plan. This new plan has a fixed start date that is the day after the current plan end date. Service gaps will occur if the SC does not complete and approve the new annual plan within the 60 days prior to the current plan end date. If the new annual plan is approved after the current plan end date, the new plan start date will remain fixed but the SC will not be able to add services retroactively (and will therefore not be able to fill the gap that has been created).

#### **To Avoid Service Gaps**

- ✓ Use the residential checkbox to schedule residential services for the entirety of the plan.
- ✓ Approve new annual plans prior to the current plan end date.

### **Services Not Extended to Plan End Date**

When a plan is created and time elapses between the plan being placed in Review and the plan being Approved, service end dates will not automatically extend. Service gaps may occur if the SC does not revise the plan to ensure services continue through the plan end date.

#### **To Avoid Service Gaps**

- ✓ Use the residential checkbox to schedule residential services for the entirety of the plan.
- ✓ Update plans in a timely manner, upon monthly review, to ensure services are updated and, if necessary, extended to the plan end date. *(SCs are expected to review the plan with the individual on a monthly basis, which provides an opportunity for the SC to notice if services are set to expire prior to the plan end date.)*