



Support Coordination Update

May 7, 2020

Updated SCA Communication Protocol

Please see the updated [Communication Protocol for Support Coordination Agencies](#).

Parent, Guardian or Spouse as Self-Directed or Agency Employee

A parent, guardian or spouse (or any other family member) hired as a self-directed employee (SDE) or an agency direct support professional (DSP) for their loved one **is required to adhere to the same rules and policies required of any SDE or agency DSP**, including the following:

- Services must fit within the individual's *overall budget for the plan year*.
- Services must relate to an identified need.
- Service documentation must be maintained by the SDE/DSP.
- A single SDE/DSP cannot provide more than 16 hours per day of services (two 8-hour shifts).
- Sleeping is not a reimbursable service. To deliver and claim for in-home overnight services, the need for awake overnight services must be identified in the Individualized Service Plan (ISP).
- Unless there is a 2:1 support need identified in the ISP, services from two or more SDEs/DSPs cannot be delivered or claimed for during the same hours (cannot overlap).
- An SDE/DSP cannot deliver or claim for services during the same hours in which a Medicaid-funded personal care assistant from an agency or through the Personal Preference Program (PPP) is providing services.
- An SDE/DSP cannot deliver or claim for services during the same hours in which the SDE/DSP is working for and being paid by another employer (including working remotely).

Revised Process for Requesting Addition to CCP Waiting List

The Division implemented a new process for individuals, families or support coordinators to submit a request to be added to the [Community Care Program](#) (CCP) waiting list:

- Complete the [Community Care Program Waiting List Request Form](#).
- Submit the form and any supporting documentation
By email: DDD.CCPWaitListRequests@dhs.nj.gov
By USPS mail: Waiting List Coordinator
NJDDD
221 Laurel Road, Suite 210
Voorhees, NJ 08043

The process and request form are available on the Division's [CCP Waiting List](#) page. Questions about the waiting list can be submitted to the DDD Fee-for-Service Helpdesk: DDD.FeeForService@dhs.nj.gov.

New Mandatory Text Boxes in iRecord

Support Coordinators may have noticed that with the last round of updates to iRecord, there was a new feature in Individual Service Plans. Specifically, there is now a "service description box" that requires Support Coordinators to enter additional information for each service. This box is for details related to service delivery, such as when and where services will occur. For example, a support coordinator might enter "*attends day program Monday – Friday 9am- 3pm*".

Detailed guidance will be distributed soon. Until then, Support Coordinators should enter details related to service delivery. Temporarily—and only if service details are not available—SCs can enter the service name.

Day Service Providers

Through May 15, 2020, day service providers receiving the 75% payment from the Division due to facility closures will continue to receive that payment. Day providers should not submit claims to DXC for any of the following five services they are providing (remote or otherwise), as these services are being funded through the Division's retainer payment: **Career Planning, Community Inclusion Services, Day Habilitation, Prevocational Training (Group), Supported Employment (Group)**.

In addition, a provider who was prior authorized for and providing any of these five services to an individual before March 17—and who is receiving the Division retainer payments—cannot be added to that individual's plan to provide any similar service for any weekday day-time hours (for example, Community Based Supports, Individual Supports-Hourly, Prevocational Training-Individual). Doing so would result in that provider receiving double payment for weekday daytime services, which is not permitted. To the extent possible, day service providers receiving Division retainer payments should continue to provide support—remote or otherwise—to the individuals they had been serving before March 17.

- If a day service provider receiving a retainer payment is providing support that is covered by that retainer payment and is being provided to the individual during weekday daytime hours, then that provider may be prior authorized and claim for a service to that individual outside of weekday day-time hours (i.e., evenings or weekends), as long as it is not one of the five covered services.
- If a day service provider receiving a retainer payment is not providing support that is covered by the retainer payment to an individual during weekday daytime hours, then that provider cannot be prior authorized or claim for any other service to that individual.