Individualized Service Plan (ISP) Signature Page: Frequently Asked Questions

# General Questions

## Are physical signatures needed for revisions to the Individualized Service Plan (ISP)?

Yes. As stated in **Section 7.9 Changes to the Service Plan** in the Supports Program and Community Care Program Policies and Procedures Manuals, *“Signatures and ISP approval must be obtained when there are changes/additions to outcomes, services, providers, units, or start/end dates.”*

Signatures are not required for plan content changes but a case note should be added to reflect how and when the individual/legal guardian was informed of the changes. If the plan content change is significant or is related to a new health/safety concern, a new signature page should be obtained.

## Do Support Coordinators need to send a new signature page to providers…

### When there is a plan revision?

Yes. Any time a plan is revised and a new signature is required, a new signature page should be provided to all service providers, even when only one service in the plan is revised. If there is an audit, this will be expected. And providing signature pages to all providers ensures that everyone has the most up-to-date information.

### When a service is stopped/terminated?

No. When a service is terminated/stopped in a plan it is not necessary to send a new signature page to the provider of that service. However, support coordinators must inform a service provider any time a service they are providing is being stopped.

### For community vendor services (for example, Goods & Services)?

Support coordinators do not need to send signature pages to community vendors (for example, a Goods & Services vendor) or fiscal Intermediaries (PPL, Easterseals). Please note that support coordinators always need to send initial and revised Service Detail Reports to community vendors.

# Questions about Verbal/Email Permission with no Physical Signature

## Do Support Coordinators need to send a new signature page when there is not yet a physical signature because verbal/email permission was given?

Yes. In circumstances where verbal/email approval is initially accepted to move plan approval forward (for example, the COVID-19 pandemic), support coordinators should send the signature page, which includes a notation that verbal/email permission was provided, to all service providers.

## When verbal/email permission is given for plan approval/revision, do Support Coordinators still need to get physical signatures?

Yes, physical signatures must be obtained for any plan, current or past, that was initially approved with verbal/email permission.

The Division recommends that Support Coordination Agencies develop an **internal tracking system** to ensure that follow up for physical signature happens for every plan initially approved with verbal/email permission.

## Once the physical signature is obtained, do Support Coordinators need to send the new signature page to service providers?

Yes. All service providers need to have an ISP signature page on file that includes the physical signature.

## How should the new signature page with physical signature be uploaded into iRecord?

Upload the new signature page in **Documents** and use **Other** as the document upload type. The document name should be **Signature Page** and needs to include the specific plan version (for example, Signature Page for Plan 2.01).

**DO NOT** replace the ISP document that includes the notation about verbal/email permission for plan approval.

## What if a support coordinator has difficulty obtaining a physical signature?

Support coordinators must document in case notes all contact attempts and efforts to obtain the physical signature, as they occur. Remind the individual/guardian that a physical signature for plan approval/revision is a requirement of the program.