State of Florida
Agency for Persons with Disabilities

APD iConnect
Behavioral Services Training Manual Version 6
8/11/23

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Introduction

Behavior analysis services are provided to assist recipients to learn new, or increase existing, functionally equivalent replacement skills directly related to existing challenging behaviors. Challenging behaviors include those behaviors exhibited by the recipient that pose risk of harm to the recipient or others (i.e., aggression, self-injury, property destruction, behaviors that prevent inclusion in normal settings, or behaviors that the recipient does not exhibit with sufficient proficiency or skill to prevent harm to the recipient or others, including resisting basic hygiene, and refusal to take medications).
Behavior analysis includes the design, implementation, and evaluation of systematic environmental modifications that assist in understanding a recipient’s behavior and to produce significant change in the recipient’s behavior that is socially meaningful. Behavior analysis services should be initiated with a plan for maintaining and generalizing behavioral improvements, as well as an initial criteria for the reduction and fading of behavioral services. As caregivers show increasing competence in delivering the implementation plan, and the recipient's target behaviors are responding to effective treatment, the plan should set forth target behavior criteria to be achieved by the recipient that lead to a specified reduction in the level of service. Subsequent to the initial plan, an updated fading plan must be addressed, at a minimum, as part of the annual behavior analysis service plan (BASP) update.

There are seven behavioral services workflow processes that will be covered in this manual. These workflows begin with the WSC identifying the need for behavioral services for the consumer.

1. BASP Approval Process which includes the LRC Case Review process
2. Service Eligibility Review Process
3. Increase in Behavioral Services Process
4. Completion of Behavior Analysis Service Quarterly Report (BASQR) Process
5. Report Use of Reactive Strategies Process
6. Reactive Strategies (RS) Event Review and Follow-Up Process
7. State Office Reactive Strategies (RS) Event Follow-Up and CMS Reporting Process

1. BASP Approval Process

The BASP approval process includes the following steps:

1. The Waiver Support Coordinator (WSC) completes behavioral analysis service provider selection process with consumer to pick the behavior analysis service provider to complete Behavior Analysis Assessment (BAA).
2. The WSC creates the Provider selection record and authorization.
3. The behavior analysis service provider completes Behavior Analysis Assessment (BAA) form in APD iConnect.
4. The WSC will use Workflow Wizards to monitor the completion of the Behavior Analysis Assessment (BAA) within 30 days of the first billed date.
5. The WSC confirms the behavioral analysis service provider to provide the behavior analysis service, complete the BASP and create an authorization if needed.
6. The behavior analysis service provider completes the BASP form in APD iConnect.
7. The WSC will use Workflow Wizards to verify the BASP is completed (e.g. form is present) within 90 days of the first billed date.
8. The behavior analysis service provider submits the BASP for Local Review Committee (LRC) review.
9. LRC Chair completes the Preliminary Review and informs the behavior analysis service provider of the date of the LRC meeting.
10. The LRC meeting is held and the BASP is “approved”, “not approved”, or “approved with modifications”.
11. The behavior analysis service provider corrects and resubmits those that are “not approved” or “approved with modifications.”
12. If revised BASP is submitted timely and sufficiently addresses revision requirements, the BASP will be approved.
13. If revised BASP is not submitted timely, the revised BASP will be handled as new submission for LRC review and will be placed on the first available agenda within the timeframes set forth in 65G-4.
14. If revised BASP is submitted timely, but is insufficient, the behavior analysis service provider will be notified of any revisions that must still be made.

1a. Behavior Analysis Service Provider Selection Process

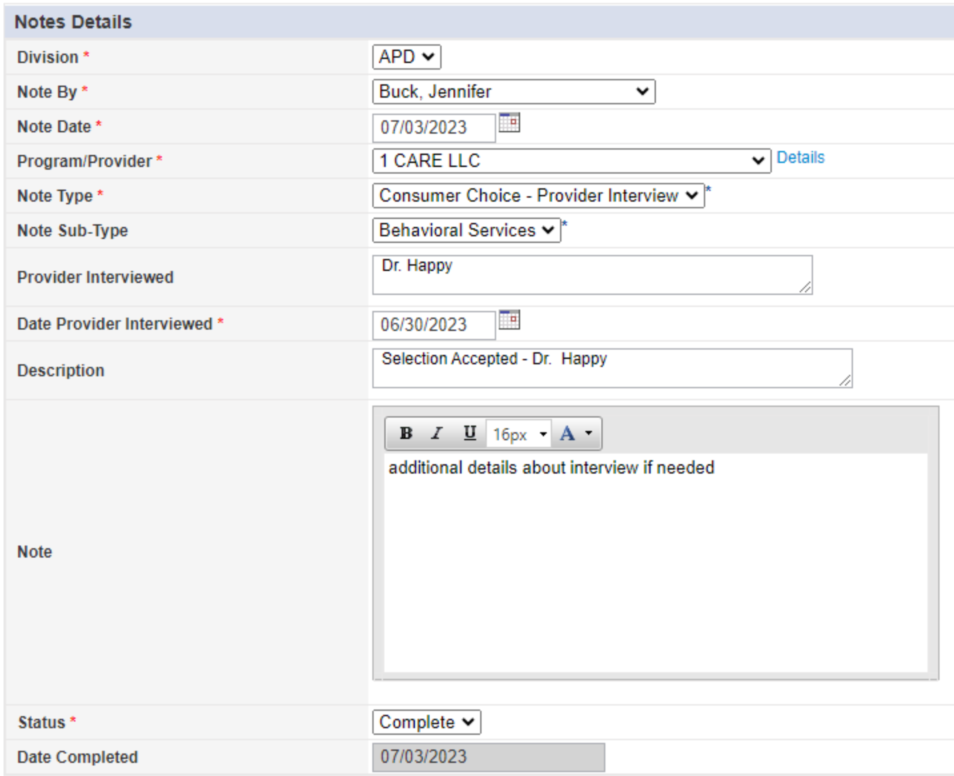
A member of the consumer’s circle of supports identifies a potential need for behavior services and informs the WSC. The WSC will take the appropriate steps in the PCSP/cost planning workflows.

The Waiver Support Coordinator (WSC) completes the provider selection process with consumer to pick the behavior analysis service provider who will complete the Behavior Analysis Assessment (BAA) and documents as a note in APD iConnect.

Role: WSC/CDC

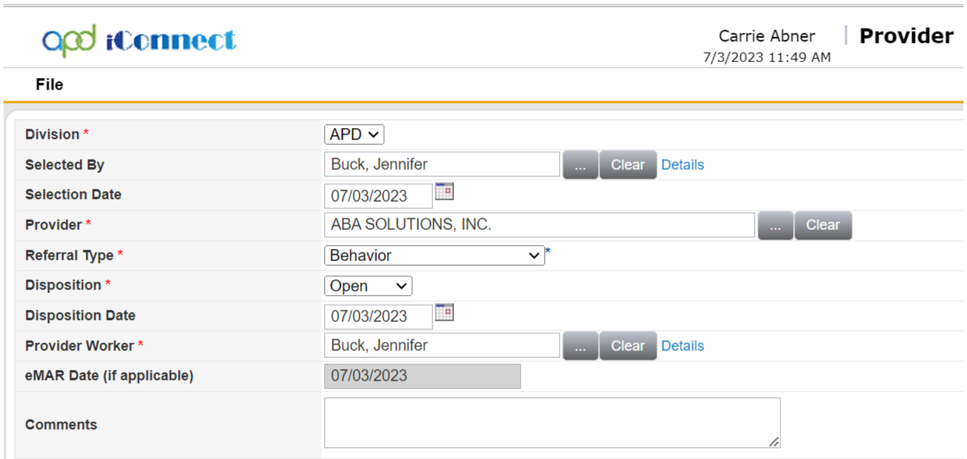
1. The WSC schedules interviews with behavior analysis service providers based on the consumer's choice.

2. The WSC will create a note after each interview in APD iConnect. One note must be created for each interview. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
   a. Program/Provider = the name of the WSC agency
   b. Note Type = Consumer Choice – Provider Interview
   c. Note SubType = Behavioral Services
   d. Provider Interviewed = Enter the name of the behavior analysis service provider agency
   e. Date Provider Interviewed = Select the date the interview occurred
   f. Description = Selection Accepted + behavior analysis service provider name or Selection Denied + behavior analysis service provider name.
   g. Status = Complete
   h. Note = additional details about the interview if needed.



3. From the **File** menu, select **Save and Close Note**.

4. WSC creates new provider selection record for the behavior analysis service provider the consumer chooses. From the consumer's record, select the **Provider Selection** tab. From the **File** menu, select **Add Provider**. The Provider Details page displays. Update the following fields:
   a. Provider = select the name of the behavior analysis service provider agency
   b. Disposition = Open
   c. Referral Type = Behavior
   d. Provider Worker = search for and select the name of the behavior analysis service provider



5. From the **File** menu, select **Save and Close Provider**.

6. Once the behavior analysis service provider agency is known, the AIM process is completed, the budget is updated, then the cost plan can be updated by the WSC.

7. The WSC will follow the cost plan process to add the necessary planned services, validate, and create authorizations for the assessment. If the budget is insufficient for the requested services, follow the SAN process. Part of the cost plan process includes the request for and completion of the BASE. Complete the Service Eligibility Review Process section.

1b. Behavior Analysis Service Provider Assigned

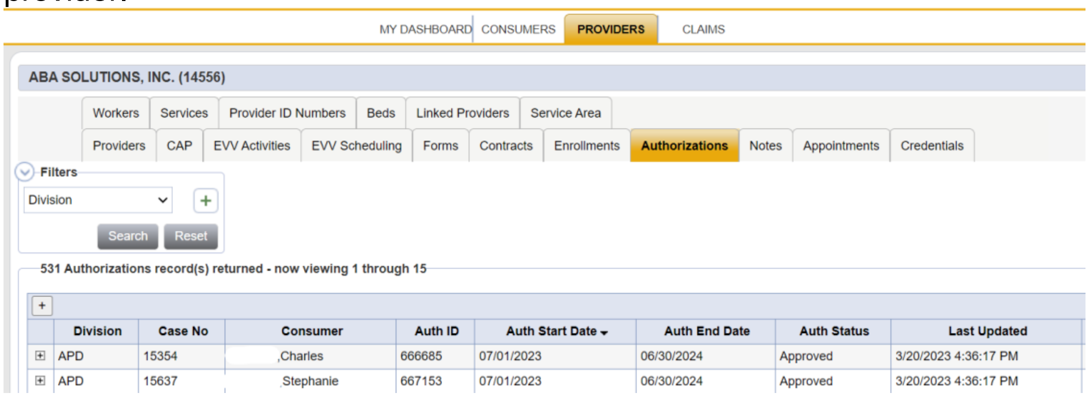
The behavior analysis service provider agency is selected by the consumer and the WSC creates the authorization. The agency owner will monitor for incoming authorizations and assign the behavior analysis service provider that will complete the Behavior Analysis Assessment (BAA) and notify him/her via a note in APD iConnect. If the behavior analysis service provider is a solo provider, the assignment process can be skipped.

Role: Service Provider

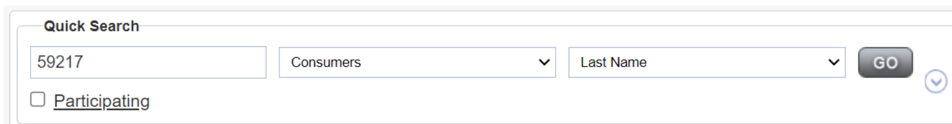
1. The agency owner will be notified of a new authorization by the WSC. The agency owner can also monitor the Authorizations tab on the Provider record for the agency in APD iConnect. Select the **Provider** tab. Search for and select the agency's provider record.

2. Select the **Authorizations** tab.

3. A list of authorizations created for the agency are listed. For each consumer in the list, assign a behavior analysis service provider.

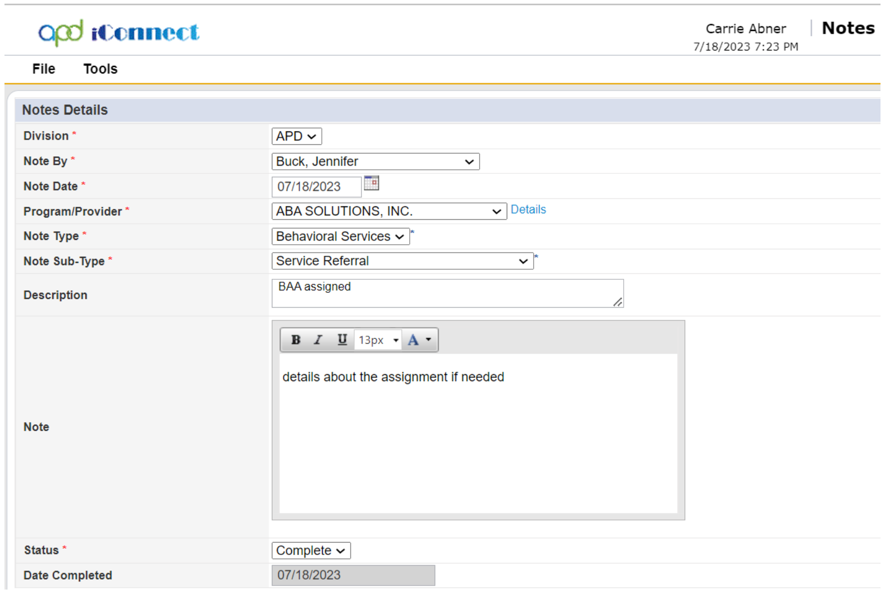


4. Notify the behavior analysis service provider of the assignment via a Note. Copy the Case No from the Authorizations list. Select the **Consumers** tab and search for the consumer from the **Quick Search.** Paste the copied Case No and select **Search**.



5. The consumer's record opens. Select the **Notes** tab.

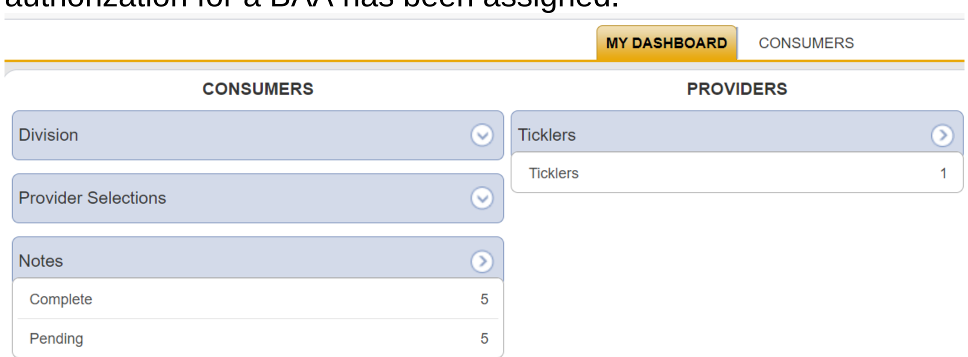
6. From the **File** menu, select **Add Notes**. The Note Details page displays. Update the following fields:
   a. Program/Provider = enter the name of the behavior analysis service provider agency
   b. Note Type = Behavioral Services
   c. Note Sub Type = Service Referral
   d. Description = BAA assigned
   e. Notes = details about the assignment if needed
   f. Status = Complete
   g. Recipient = behavior analysis service provider



7. From the **File** menu, select **Save and Close Notes**.

Role: Service Provider Worker

8. The behavior analysis service provider will monitor **My Dashboard > Notes** > **Complete** for notification that an authorization for a BAA has been assigned.



9. The behavior analysis service provider will schedule an appointment with the consumer to complete the BAA.

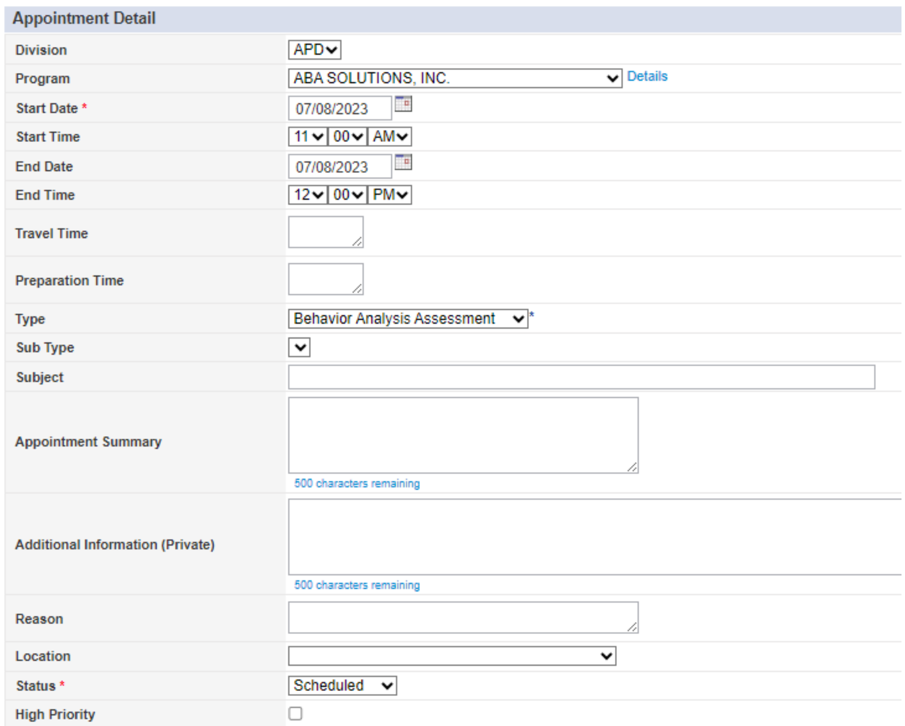
1c. Behavior Analysis Assessment (BAA) Scheduled

The behavior analysis service provider receives notification of his/her authorization and reaches out to the consumer to schedule the assessment. The behavior analysis service provider can document the appointment in APD iConnect, but it is not required.

Role: Service Provider, Service Provider Worker

1. Navigate to the consumer's record and click on the **Appointments** tab > **File > Add Appointment.**

2. The Appointment Details page displays. Update the following fields:
    a. Division = APD
    b. Program = select the name of the behavioral analysis service provider agency
    c. Start Date = enter date
    d. Start Time = enter time
    e. End Date = enter date
    f. End Time = enter time
    g. Appointment Type = Behavior Analysis Assessment
    h. Status = Scheduled
    i. The remaining fields on this page are optional.

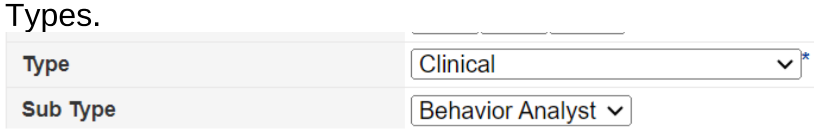


Appointment Detail	
Division	APD
Program	ABA SOLUTIONS, INC. Details
Start Date *	07/08/2023
Start Time	11 00 AM
End Date	07/08/2023
End Time	12 00 PM
Travel Time	
Preparation Time	
Type	Behavior Analysis Assessment *
Sub Type	
Subject	
Appointment Summary	500 characters remaining
Additional Information (Private)	500 characters remaining
Reason	
Location	
Status *	Scheduled
High Priority	

3. When finished, click **File > Save Appointment.**

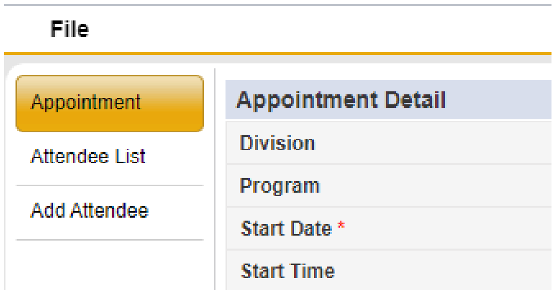
Note

Other types of appointments can also be scheduled as needed. For example, LRC Meeting, Clinical and Other. If "Clinical" Type is selected, pick the "Behavior Analyst" Sub Type. The other appointment types do not have Sub Types.

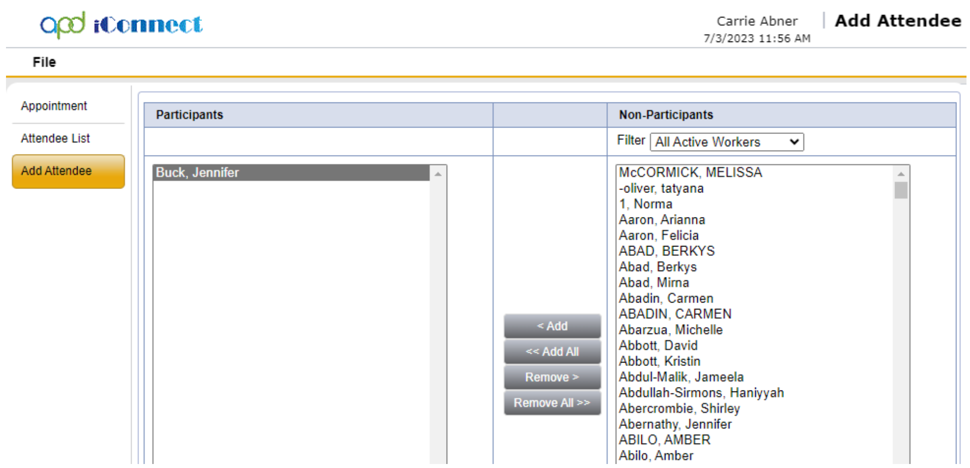


Type	Clinical *
Sub Type	Behavior Analyst

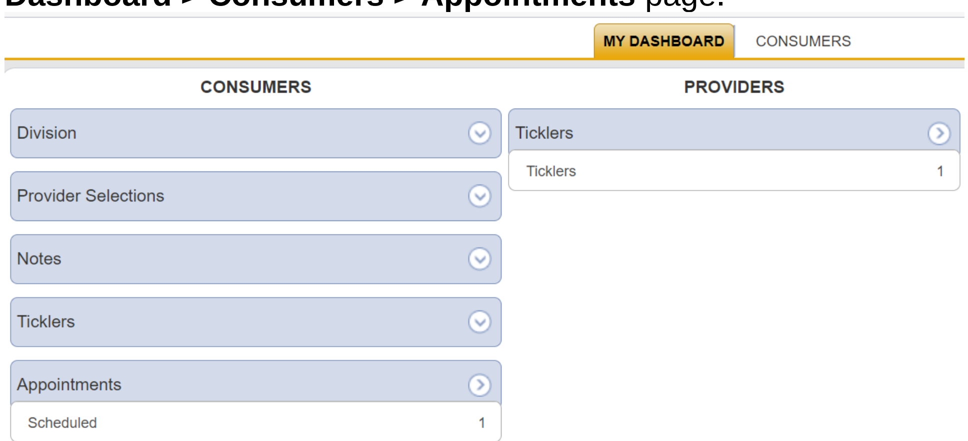
4. Upon saving the new Appointment record, the Appointment record will refresh and display the **Add Attendee** tab.



a. Click **Add Attendee.**
b. Scroll to find your Worker record. Select the record and click **Add**. Note that you can use the CTRL key to select multiple workers before clicking **Add.**
c. When finished, click **File > Save and Close Attendee.**



5. The Appointment will now display in the Attendee's **My Dashboard > Consumers > Appointments** page.



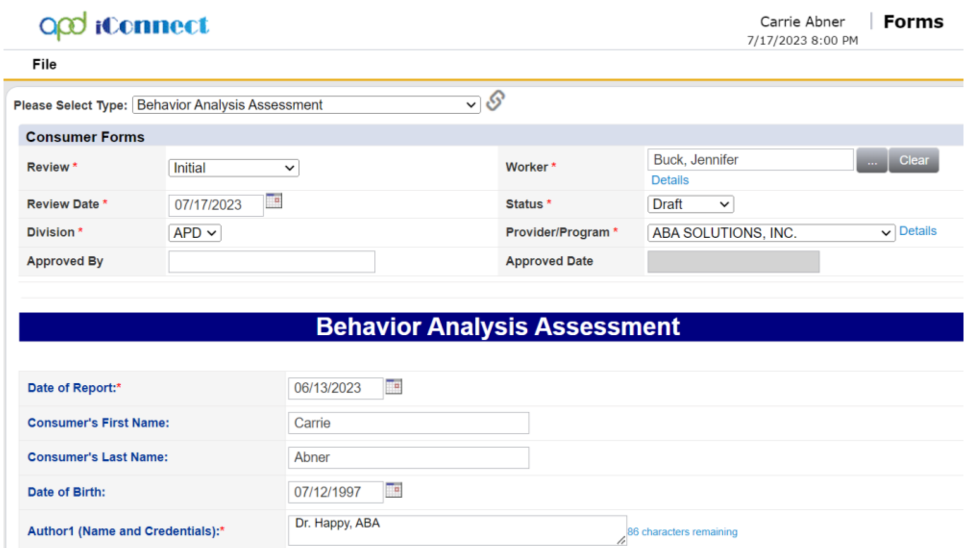
1d. Behavior Analysis Assessment (BAA) Completed

The behavior analysis service provider completes the assessment and completes the Behavior Analysis Assessment (BAA) form in

APD iConnect. The WSC will use Workflow Wizards to monitor completion within 30 days of the first billed date.

Role: Service Provider, Service Provider Worker

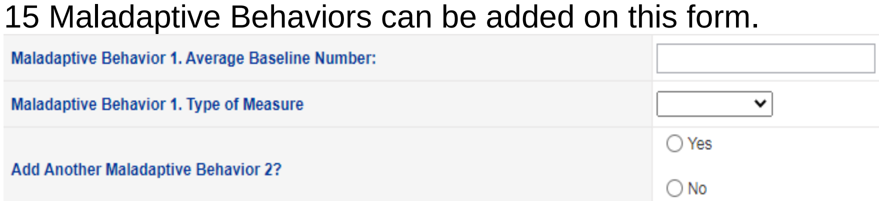
1. After the assessment is complete, the behavior analysis service provider will complete the Behavior Analysis Assessment form in APD iConnect. Navigate to the consumer's record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select "**Behavior Analysis Assessment**." The Form Details page displays. Update the following fields:
    a. Review = Initial
    b. Review Date = defaults to today
    c. Division = defaults to APD
    d. Worker = pre-populated with your name
    e. Provider/Program = Name of the behavior analysis service provider's agency
    f. Status = defaults to Draft. This will be changed to Complete later in the workflow.



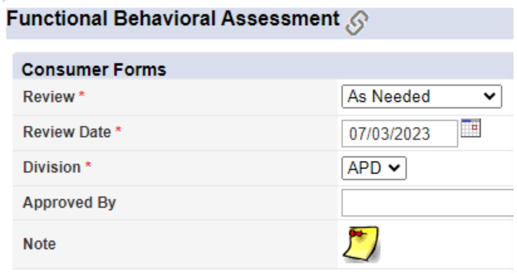
2. Answer the questions in the form.

Note

The Maladaptive Behavior questions are conditionally visible. Be sure to answer the "Add Another Maladaptive Behavior…" question to display fields for each additional behavior. Up to 15 Maladaptive Behaviors can be added on this form.

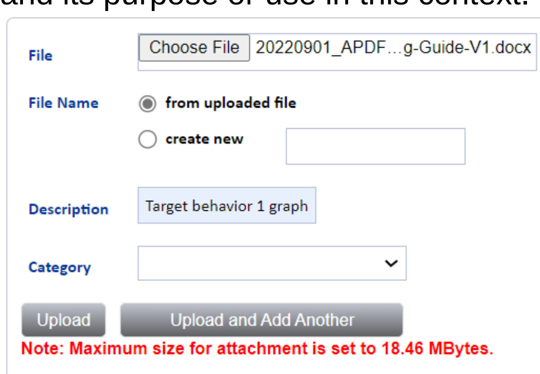


3. Graphs must also be added to the Behavior Analysis Assessment form. This is done from the **Note icon** in the header of the form.



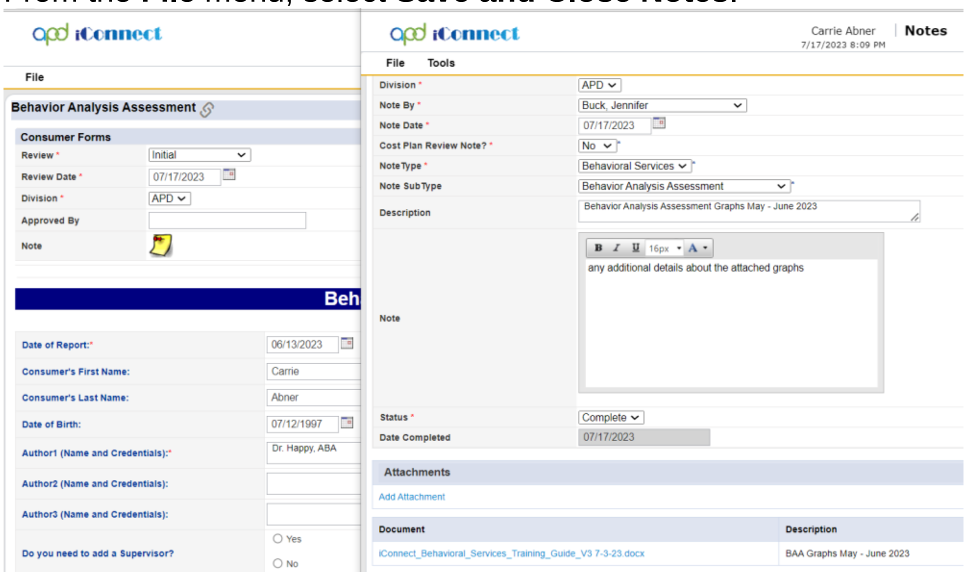
Note
The form must be saved, at least one, to display the Note icon. Save the form by selecting the **File** menu, then select **Save Form**.

4. Click the **Note icon**. The Note Details page displays. Update the following fields:
    a. Cost Plan Review Note = No
    b. Note Type = Behavioral Services
    c. Note Sub Type = Behavior Analysis Assessment
    d. Description = Type of graph + time period it covers (e.g., BAA graph May – June 2023)
    e. Notes = any additional details about the attached graphs
    f. Status = Complete
    g. Attachment = search for and select the document saved on your device.
        - Description = Once the document is selected, within the attachment window, add a Description of the attachment to indicate what the attachment contains and its purpose or use in this context.



Note
iConnect is an encrypted system and providers should not password protect documents when uploading into the system. Password protecting them results in APD not being able to open the documents and then the provider will need to be contacted and asked to resubmit the documentation.

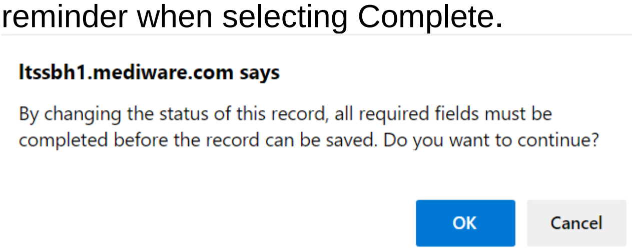
5. From the **File** menu, select **Save and Close Notes**.



6. The page refreshes and you're returned to the Behavior Analysis Assessment form.

7. Once all questions are answered and graphs attached as a Note, change the status of the form to **Complete**.

Note
Ensure information is correct and complete before saving in Complete status. The message below will display as a reminder when selecting Complete.

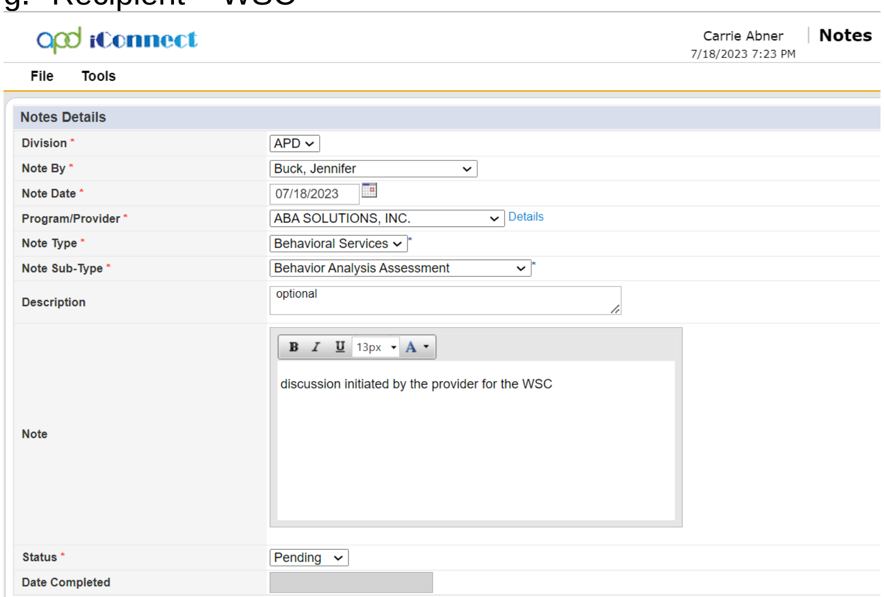


8. From the **File** menu, select **Save and Close Form**.

9. It's optional but if discussion is needed between the behavior analysis service provider and WSC, the behavior analysis service provider can also create a note for the WSC. From the consumer's record, select the **Notes** tab. From the **File** menu,

select **Add Note**. The Note Details page displays. Update the following fields:

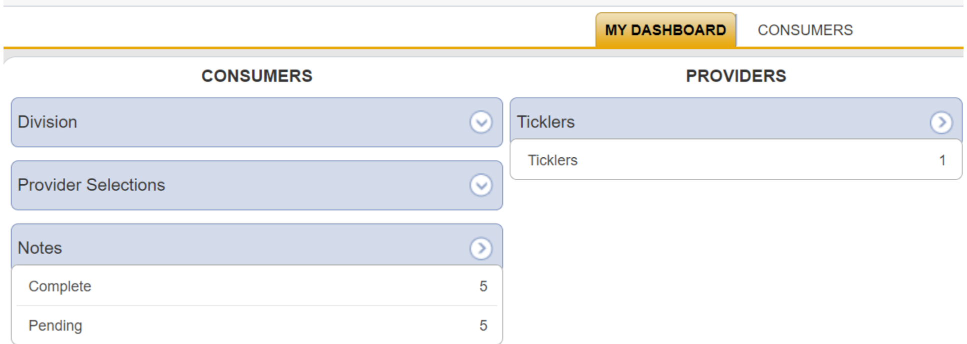
a. Program/Provider = the name of the behavior analysis service provider's agency
b. Note Type = Behavioral Services
c. Note Sub Type = Behavior Analysis Assessment
d. Description = optional
e. Note = enter additional details not already included in the BAA
f. Status =
   - Pending - if the behavior analysis service provider needs a response from the WSC.
   - Complete - if the note is notification only and a response from the WSC is not needed.
g. Recipient = WSC



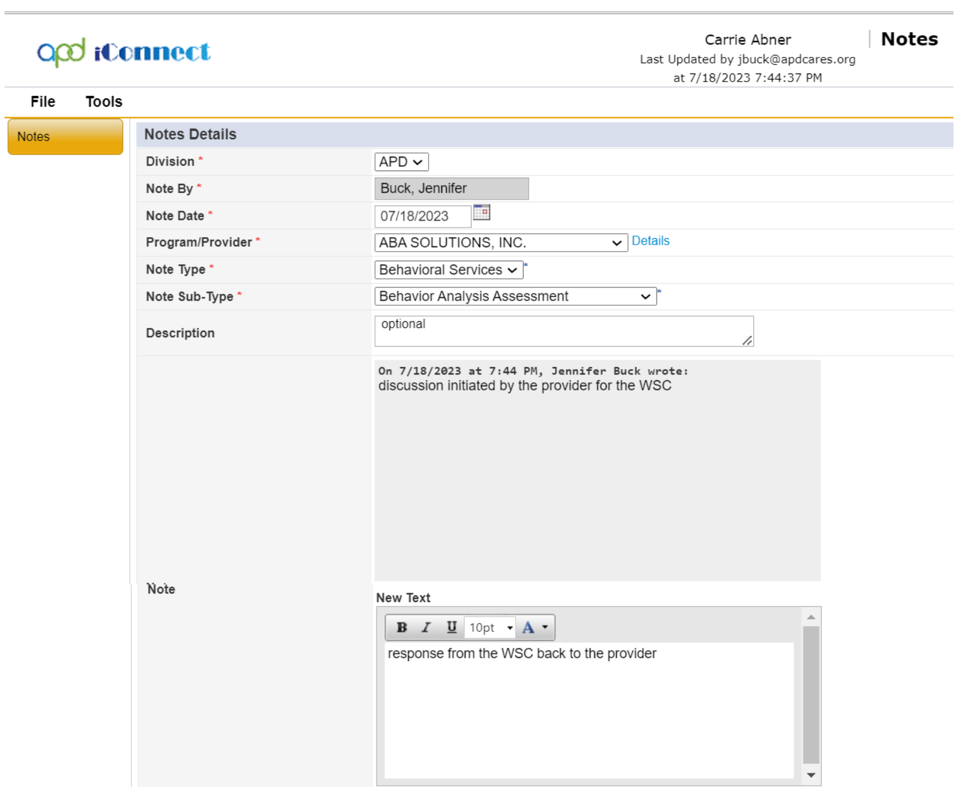
10. From the **File** menu, select **Save and Close Notes**.

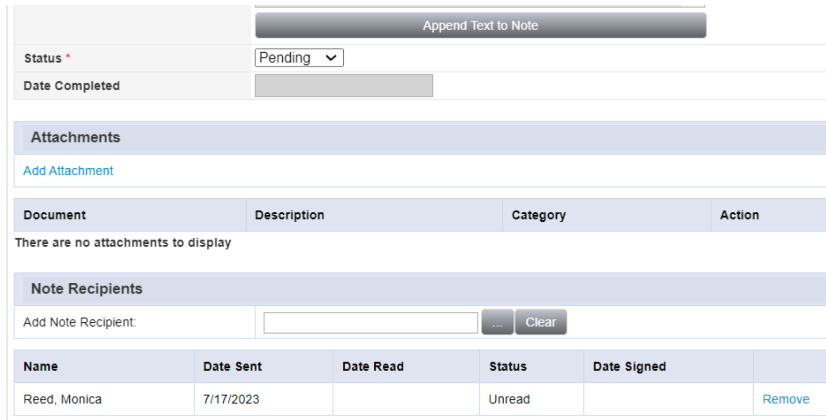
Role: WSC/CDC

11. The WSC monitors **My Dashboard** > **Notes > Pending** or **Complete** for incoming notes.



12. The WSC locates the Behavioral Services > Behavior Analysis Assessment note from the behavior analysis service provider and opens it to review the content. The Note details page displays. If a response is needed, the WSC will update the following fields:
    a. Note = add a response to the behavior analysis service provider. Select **Append Text to Note**.
    b. Status =
       - Pending - if the WSC needs a response from the behavior analysis service provider.
       - Complete - if the note is notification only and a response from the behavior analysis service provider is not needed.
    c. Recipient = behavior analysis service provider

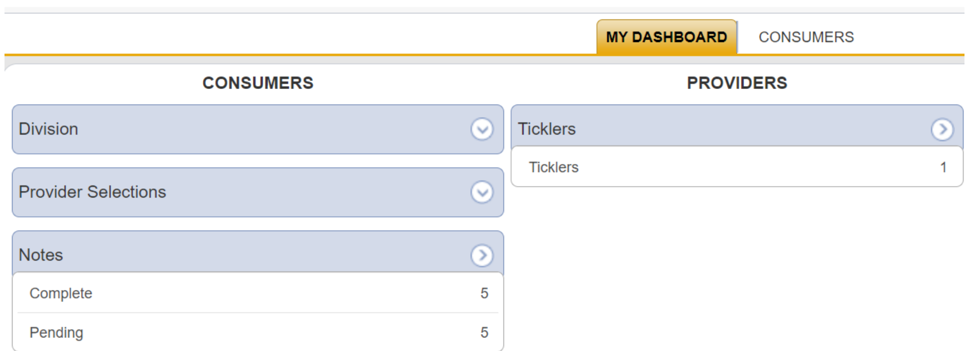




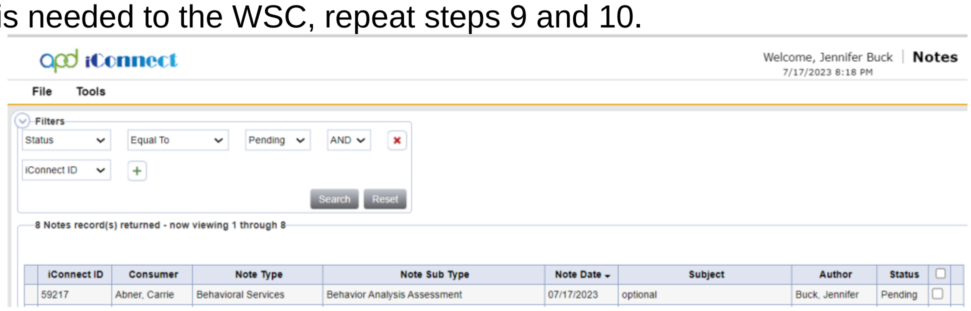
13. From the **File** menu, select **Save and Close Notes**.

Role: Service Provider, Service Provider Worker

14. The behavior analysis service provider monitors **My Dashboard** > **Notes** > **Pending or Complete** for incoming notes.



15. The behavior analysis service provider locates the Behavioral Services > Behavior Analysis Assessment note from the WSC and opens it to review the content. The Note details page displays. When finished, select **File > Close Note**. If a response is needed to the WSC, repeat steps 9 and 10.



1e. Monitoring Completion by WSC

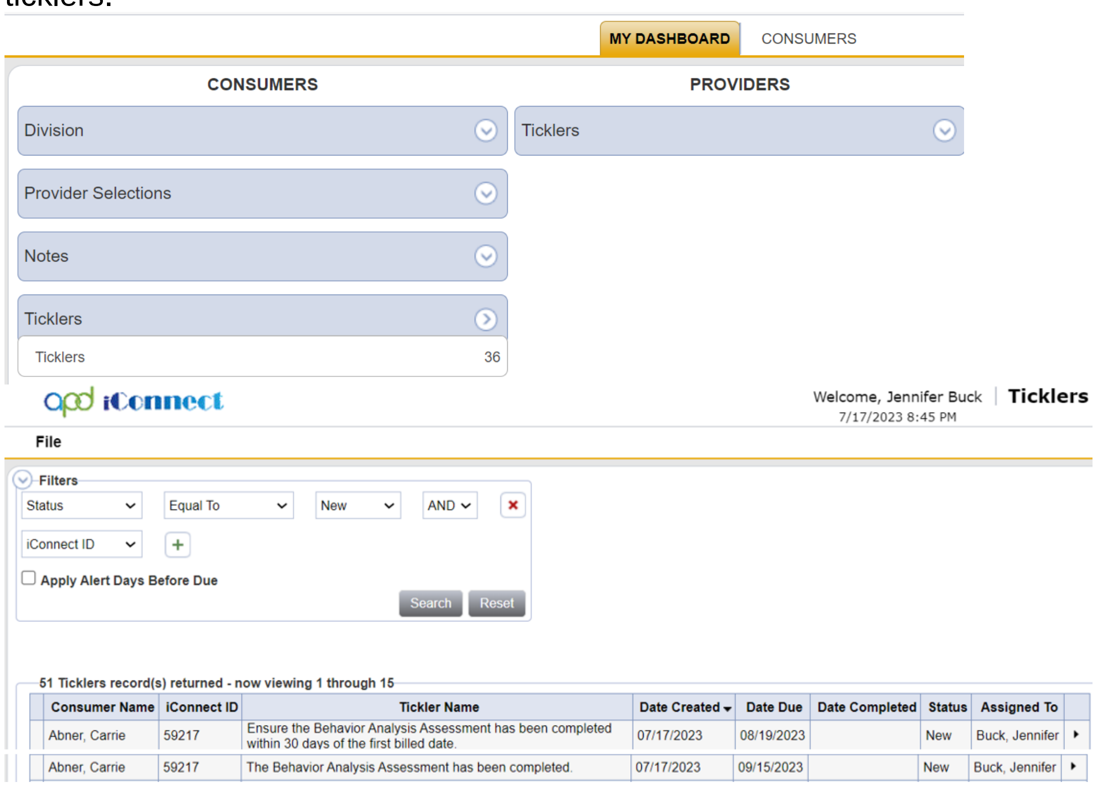
The WSC will use workflow wizards to monitor the 30-day deadline for the behavior analysis service provider to complete the Behavior

Analysis Assessment. If the Behavior Analysis Assessment is not completed within 30 days of the first billed date, the WSC will notify the regional behavioral staff via a note and include additional information as to why it was not completed within the 30 days. The regional behavioral staff will follow up accordingly.

Role: WSC/CDC

When the provider selection record for the behavior analysis service provider was created, a workflow wizard triggered a tickler for the WSC to “Ensure the Behavior Analysis Assessment has been completed within 30 days of the first billed date.” This tickler will trigger whether the behavior analysis service provider completes the Behavior Analysis Assessment or not. In addition, when the behavior analysis service provider saves the Behavior Analysis Assessment form as complete, a Workflow Wizard triggers a second tickler notifying the WSC “The Behavior Analysis Assessment has been completed.”

1. The WSC will monitor **My Dashboard** > **Ticklers** for both ticklers.



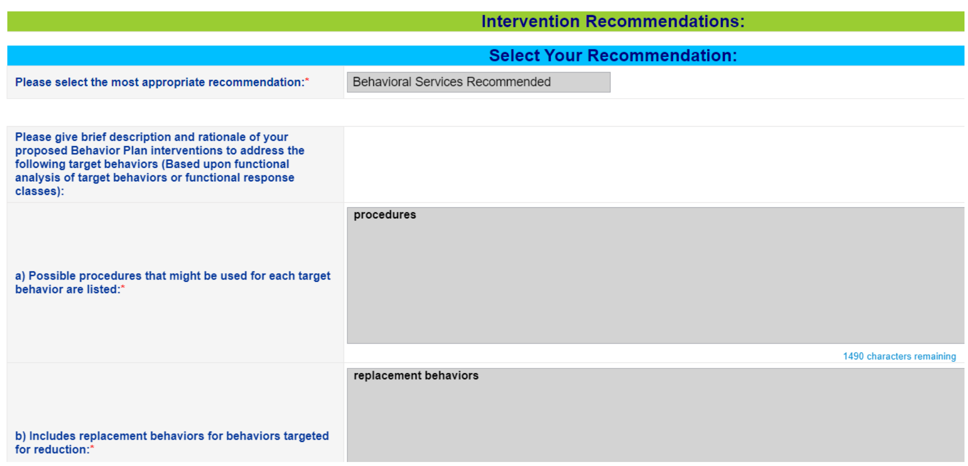
2. The WSC can use both ticklers to monitor if the Behavior Analysis Assessment is completed within 30 days of the first billed date.

Completed Within 30 Days

a. If the “Behavior Analysis Assessment has been completed” tickler is received within 30 days of the first billed date, the first and second ticklers can be marked as complete. Ticklers are marked as complete by selecting the **tickler flyout menu** then select **Complete**.

b. The WSC will review the Behavior Analysis Assessment for behavioral services that have been recommended, if any. From the **tickler flyout menu**, select the shortcut to **View Consumers Record**. Select the **Forms** tab and select the completed Behavior Analysis Assessment from the list.

c. Review the **Intervention Recommendations** section.



d. If behavioral services are recommended, the WSC will update the current cost plan or complete the SAN process depending on availability of funds. Part of the cost plan process includes the request for and completion of the BASE. Complete the Service Eligibility Review Process section. Proceed to the BASP Completed section.

e. If behavioral services are not recommended, the process ends. The WSC will not create an authorization for the BASP. The WSC will close the behavior analysis service provider selection record and update the cost plan. The WSC will note that services were not needed in their next Progress Note.

Not Completed Within 30 Days

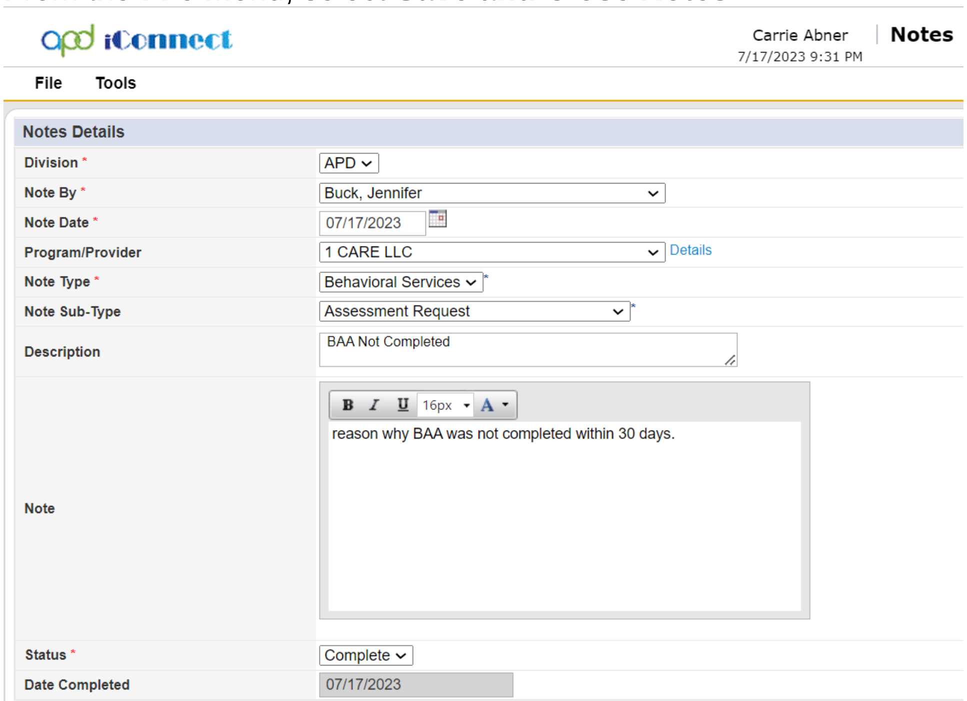
a. If the "Behavior Analysis Assessment has been completed" tickler is NOT received within 30 days of the first billed date, the WSC will review and assess the reasons why with the behavior analysis service provider outside of APD iConnect and document in a note, notifying the region and agency owner. One of four scenarios can occur:
   1. The behavior analysis service provider will complete the BAA late. WSC will indicate the reason why it was completed late in the note for the region behavior analyst (Region Clinical Workstream Worker) and agency owner.
   2. The behavior analysis service provider cannot complete the BAA. WSC will complete the provider selection process again with the consumer and notify the region behavior analyst (Region Clinical Workstream Worker) and agency owner via a note.
   3. Client refused the service. The WSC will follow up with the consumer and indicate the reason services were refused in the note for the region behavior analyst (Region Clinical Workstream Worker) and agency owner. The WSC may complete the provider selection process again with the consumer depending on the situation.
   4. The behavior analysis service provider is not responsive. The WSC will notify the region behavior analyst (Region Clinical Workstream Worker) and QA Workstream Worker who will assess if a plan of remediation is needed. Concurrently, the WSC will complete the provider selection process again with the consumer.

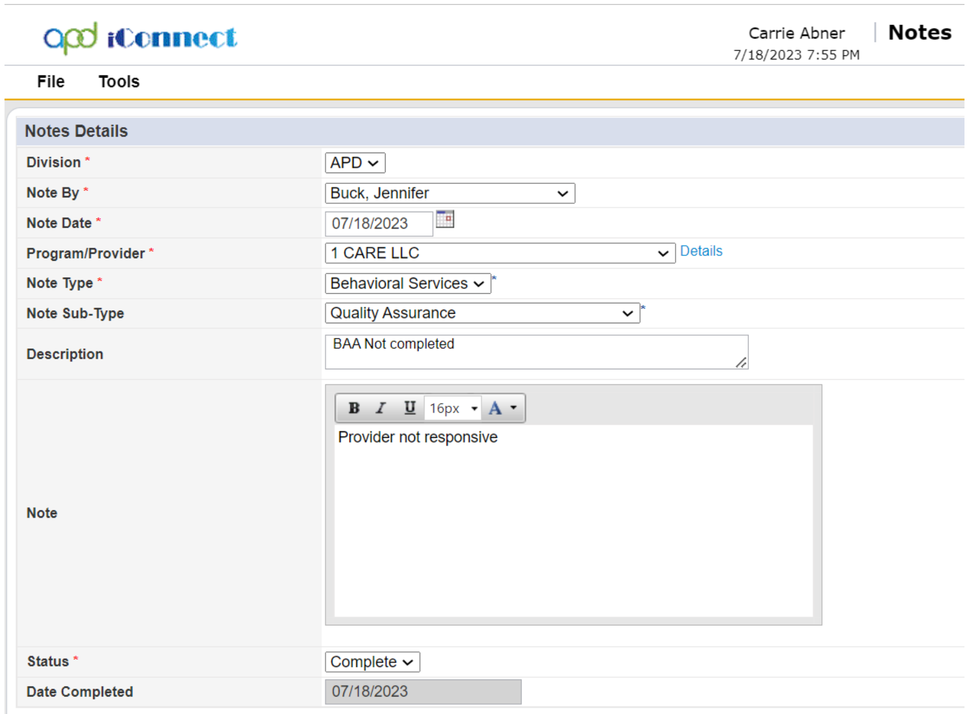
b. To create the note, from the consumer's record, select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
   a. Note Type = Behavioral Services
   b. Note SubType = Assessment Request.

If the provider is not responsive, use the Quality Assurance Note SubType

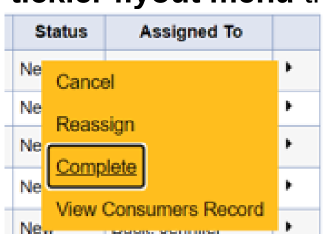
c. Description = BAA Not Completed
d. Status = Complete
e. Note = reason why it was not completed in 30 days
f. Recipient = Regional behavioral staff and agency owner

c. From the **File** menu, select **Save and Close Notes**.





d. Once the WSC has completed his/her follow-up the “Ensure the Behavior Analysis Assessment has been completed within 30 days of the first billed date” tickler can be marked as complete. Ticklers are marked as complete by selecting the **tickler flyout menu** then select **Complete**.



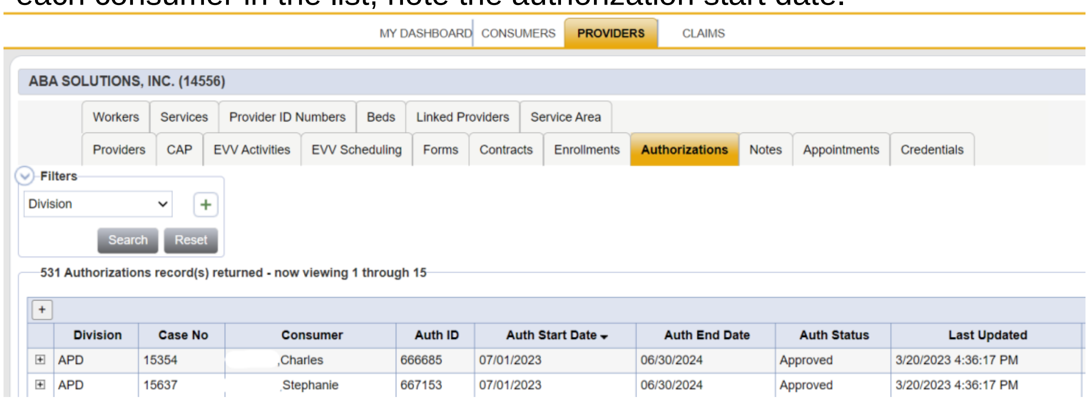
e. If the behavior analysis service provider will complete the BAA late, proceed to the Behavior Analysis Assessment Completed section.
f. If the behavior analysis service provider cannot complete the BAA, proceed to the Behavior Analysis Service Provider Selection Process section.
g. If the client refused the service and a new provider will be selected, proceed to the Behavior Analysis Service Provider Selection Process section.
h. If the behavior analysis service provider is not responsive, proceed to the Behavior Analysis Service Provider Selection Process section.

1f. Monitoring Completion by Behavior Analysis Service Provider

Role: Service Provider

The behavior analysis service providers will not receive a tickler, but the agency owner can monitor the completion of the Behavior Analysis Assessment within 30 days from the first billed date with data from APD iConnect.

1. The agency owner can obtain the authorization start date from the Authorizations tab on the Provider record for the agency in APD iConnect and compare it to the first billed date from FMMIS.
2. Select the **Provider** tab. Search for and select the agency's provider record.
3. Select the **Authorizations** tab.
4. A list of authorizations created for the agency are listed. For each consumer in the list, note the authorization start date.



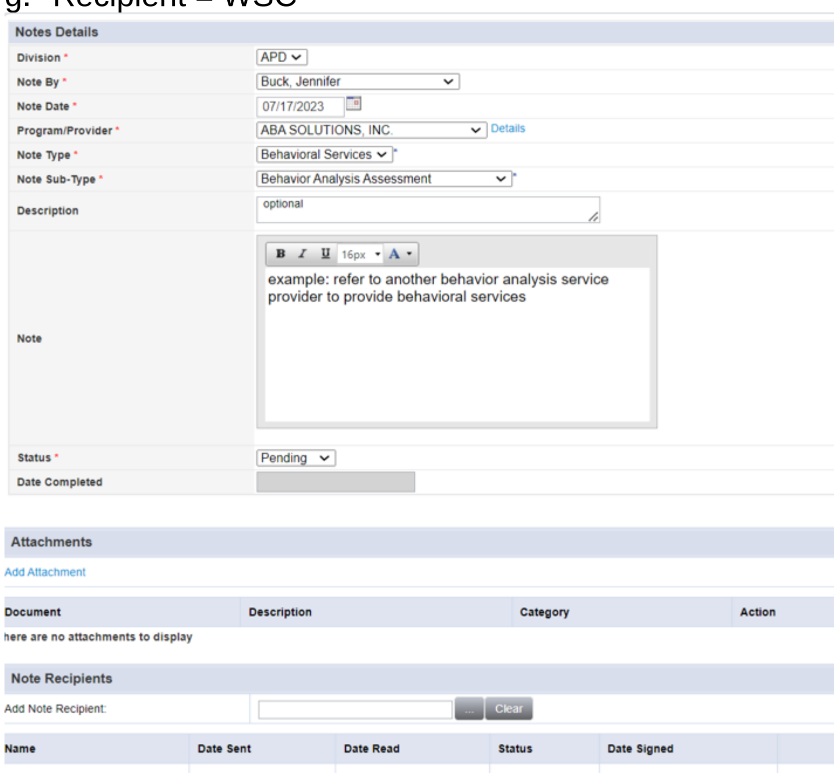
5. Compare the authorization start date to the FMMIS first billed date. The Behavior Analysis Assessment should be completed after the authorization start date and within 30 days of the first billed date.

1g. New Behavior Analysis Service Provider for BASP

If the behavior analysis service provider who completed the Behavior Analysis Assessment (BAA) will NOT be the one completing the BASP, the WSC will be notified via a note. The WSC will close the provider selection record for the behavior analysis provider who completed the BAA, update the cost plan, then complete the provider selection process again for a new behavior analysis service provider to complete the BASP and on-going behavior analysis treatment and monitoring. If the new behavior analysis service provider works for a different agency than the original provider, the WSC will also print a copy of the BAA and attach it to a note for the new behavior analysis service provider.

Role: Service Provider, Service Provider Worker

1. If the behavior analysis service provider who completed the Behavior Analysis Assessment cannot be the provider to provide behavioral services to the consumer, he/she will notify the WSC via a note. From the consumer's record, select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
    a. Program/Provider = the name of the behavior analysis service provider's agency
    b. Note Type = Behavioral Services
    c. Note Sub Type = Behavior Analysis Assessment
    d. Description = optional
    e. Note = refer to another behavior analysis service provider to provide behavioral services
    f. Status =
        - Pending - if the behavior analysis service provider needs a response from the WSC.
        - Complete - if the note is notification only and a response from the WSC is not needed.
    g. Recipient = WSC



Notes Details

Division *	APD
Note By *	Buck, Jennifer
Note Date *	07/17/2023
Program/Provider *	ABA SOLUTIONS, INC. Details
Note Type *	Behavioral Services
Note Sub-Type *	Behavior Analysis Assessment
Description	optional
Note	B I U 16px A example: refer to another behavior analysis service provider to provide behavioral services
Status *	Pending
Date Completed	

Attachments

Add Attachment

Document	Description	Category	Action
here are no attachments to display			

Note Recipients

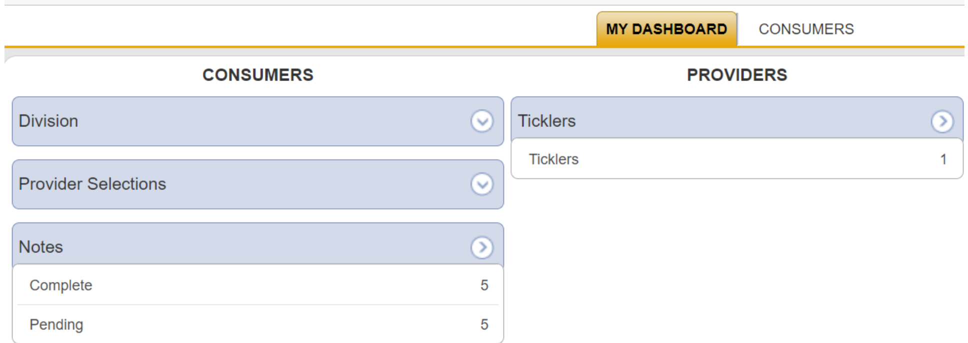
Add Note Recipient: ... Clear

Name	Date Sent	Date Read	Status	Date Signed	
Buck, Jennifer	7/17/2023		Unread		Remove

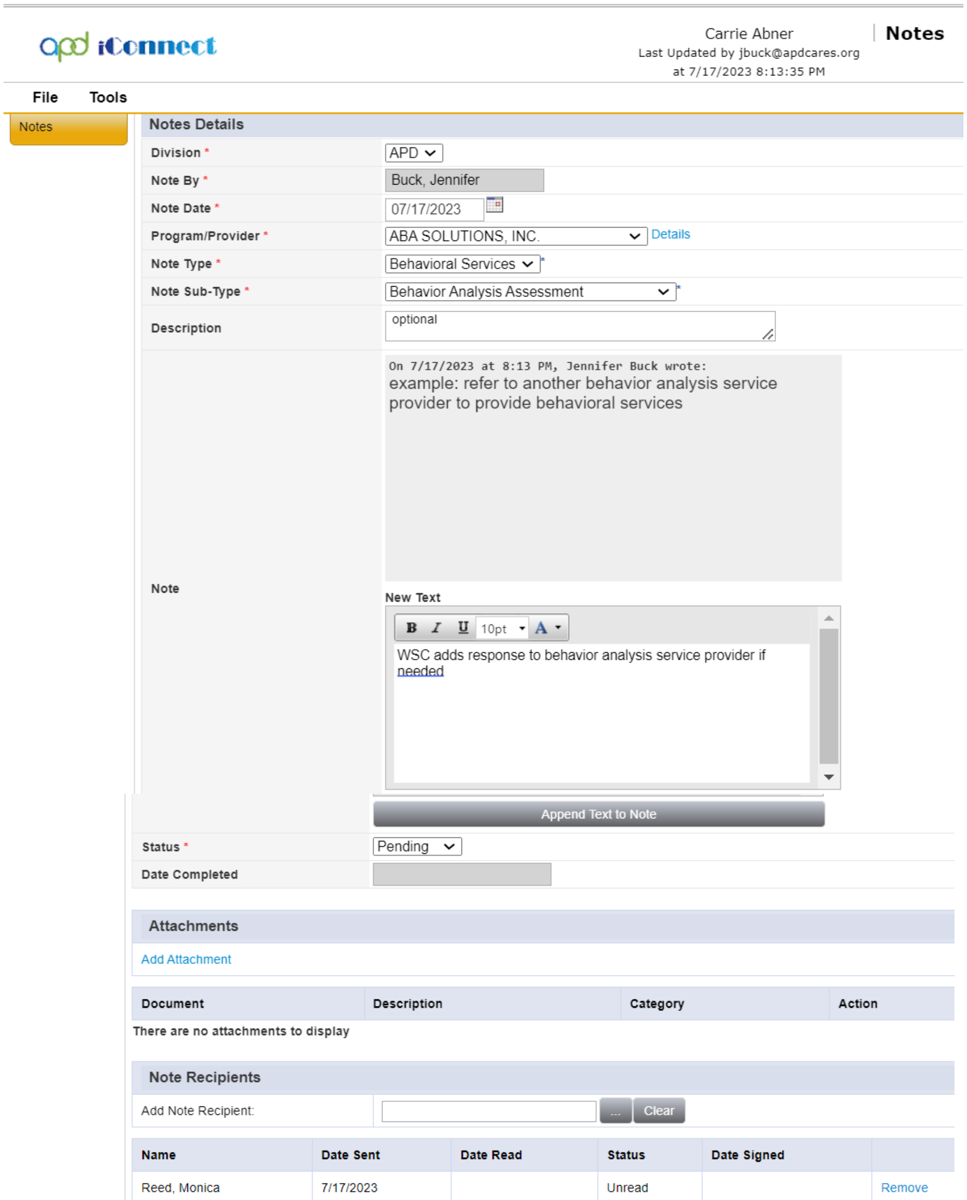
2. From the **File** menu, select **Save and Close Notes**.

Role: WSC/CDC

3. The WSC monitors **My Dashboard** > **Notes > Pending** or **Complete** for incoming notes.



4. The WSC locates the Behavioral Services > Behavior Analysis Assessment note from the behavior analysis service provider and opens it to review the content. The Note details page displays. If a response is needed, the WSC will update the following fields:
   a. Note = add a response to the behavior analysis service provider. Select **Append Text to Note**.
   b. Status =
      - Pending - if the WSC needs a response from the behavior analysis service provider.
      - Complete - if the note is notification only and a response from the behavior analysis service provider is not needed.
   c. Recipient = behavior analysis service provider



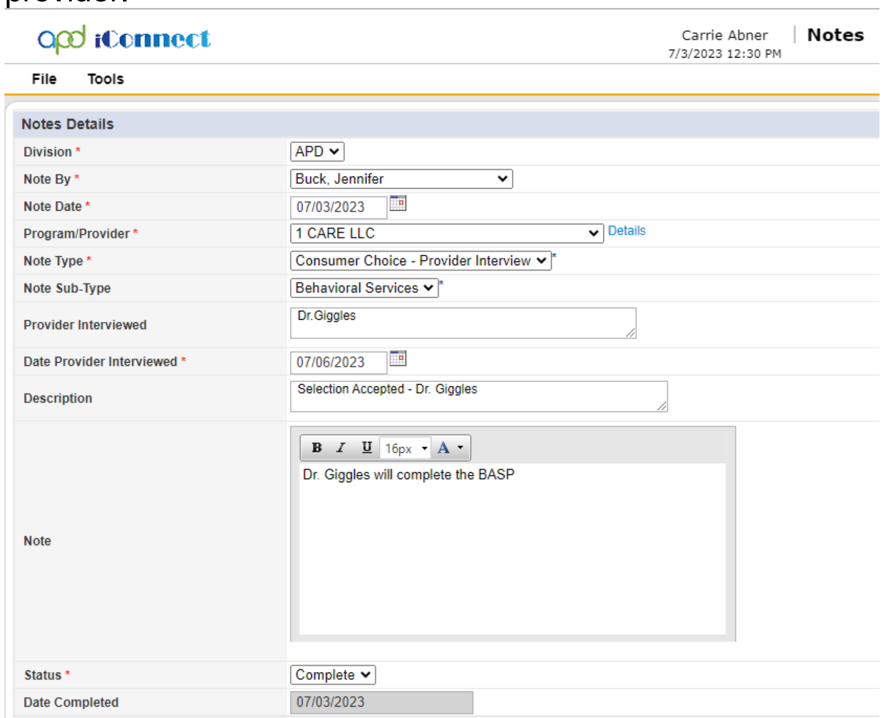
5. From the **File** menu, select **Save and Close Notes**.

Role: WSC/CDC

6. The WSC completes the provider selection process again with the consumer.

7. The WSC will create a note after confirming the provider with the consumer. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
   a. Provider/Program = the name of the WSC agency
   b. Note Type = Consumer Choice – Provider Interview

c. Note SubType = Behavioral Services
d. Provider Interviewed = enter the name of the Provider
e. Date Provider Interviewed = Select the date the interview occurred
f. Description = Selection Accepted + behavior analysis service provider Name or Selection Denied + behavior analysis service provider Name
g. Status = Complete
h. Note = WSC indicates in the note if the consumer chose this provider.


apd iConnect

Carrie Abner
7/3/2023 12:30 PM

Notes

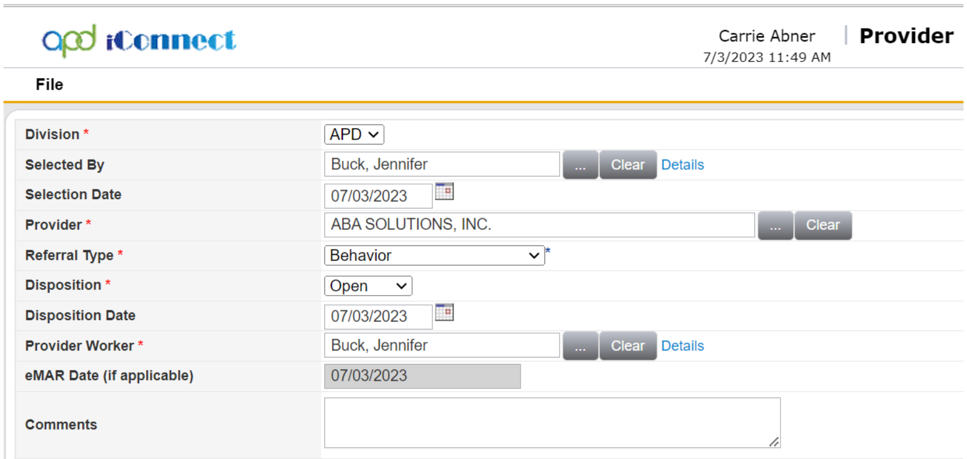
File Tools

Notes Details

Division *	APD
Note By *	Buck, Jennifer
Note Date *	07/03/2023
Program/Provider *	1 CARE LLC Details
Note Type *	Consumer Choice - Provider Interview *
Note Sub-Type	Behavioral Services *
Provider Interviewed	Dr.Giggles
Date Provider Interviewed *	07/06/2023
Description	Selection Accepted - Dr. Giggles
Note	B I U 16px A Dr. Giggles will complete the BASP
Status *	Complete
Date Completed	07/03/2023

8. From the **File** menu, select **Save and Close Notes**.

9. WSC creates new provider selection record for the behavior analysis service provider the consumer chooses. From the consumer's record, select the **Provider Selection** tab. From the **File** menu, select **Add Provider**. The Provider Details page displays. Update the following fields:
   a. Provider = select the name of the behavior analysis service provider agency
   b. Disposition = Open
   c. Referral Type = Behavior
   d. Provider Worker = search for and select the name of the behavior analysis service provider

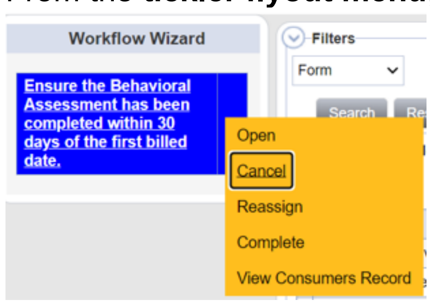


10. From the **File** menu, select **Save and Close Provider**.

Note

Each time a provider selection record is created with Referral Type = Behavior and Disposition = Open, a Workflow Wizard will trigger the tickler to “Ensure the Behavior Analysis Assessment has been completed within 30 days of the first billed date.” This tickler does not apply to this part of the workflow and should be cancelled.

From the **tickler flyout menu**, select **Cancel**.



11. Once the new behavior analysis service provider agency is known, the cost plan can be updated by the WSC.

12. The WSC will follow the cost plan process to add the necessary planned services, validate, and create authorizations for the assessment. If the budget is insufficient for the requested services, follow the SAN process. Part of the cost plan process includes the request for and completion of the BASE. Complete the Service Eligibility Review Process section.

13. If the new behavior analysis service provider works for a different agency than the original provider, the WSC will also print a copy of the BAA and attach it to a note for the new behavior analysis service provider. From the consumer’s record,

select the **Notes tab**. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
   a. Provider/Program = the name of the WSC agency
   b. Note Type = Behavioral Services
   c. Note SubType = Behavior Analysis Assessment
   d. Note = optional
   e. Attachment = print a PDF of the BAA and attach to this note
   f. Status = Complete
   g. Recipient = behavior analysis service provider

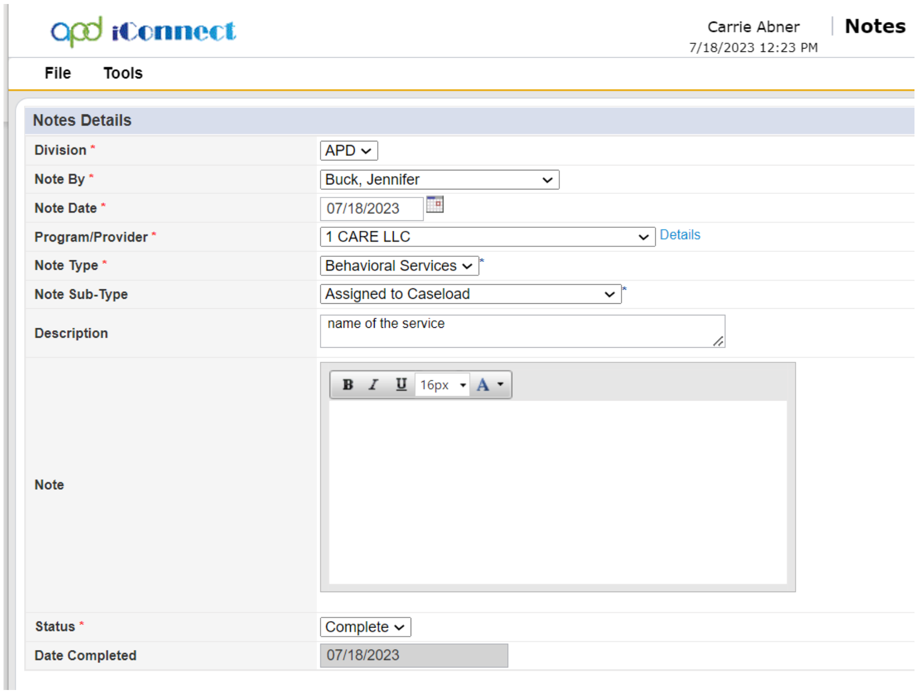
14. From the **File** menu, select **Save and Close Notes**.

1h. BASP Completion

The WSC reviews the Behavior Analysis Assessment and having completed the cost plan or SAN process then creates the behavioral services authorization for the behavior analysis service provider who will complete the BASP. The behavior analysis service provider will complete the BASP form in APD iConnect within 90 days of the first billed date of the behavior analysis service.

Role: WSC/CDC

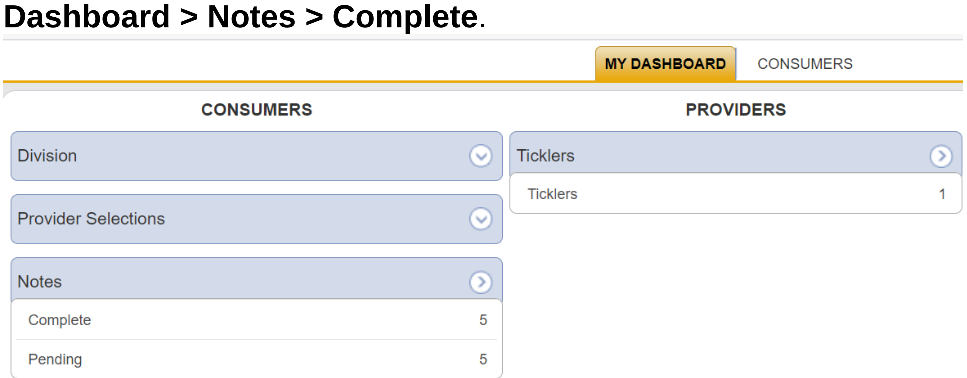
1. The WSC will complete the cost plan or SAN process and create the behavioral services authorization. The WSC will notify the behavior analysis service provider via a note. Navigate to the consumer's record and select the Notes tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
   a. Provider/Program = the name of the WSC agency
   b. Note Type = Behavioral Services
   c. Note SubType = Assigned to Caseload
   d. Description = optional – add the service that was assigned
   e. Note = details of the caseload assignment if needed
   f. Status = Complete
   g. Recipient = behavior analysis service provider



2. From the **File** menu, select **Save and Close Notes**.

Role: Service Provider, Service Provider Worker

1. The behavior analysis service provider receives a note that the authorization for behavioral services has been created on **My Dashboard > Notes > Complete**.

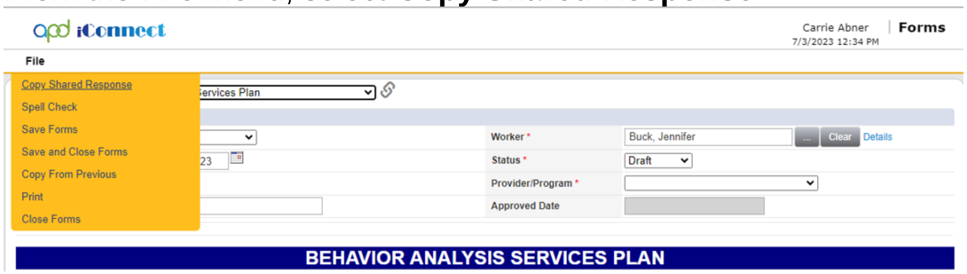


2. The behavior analysis service provider reviews the note as notification of the caseload assignment.

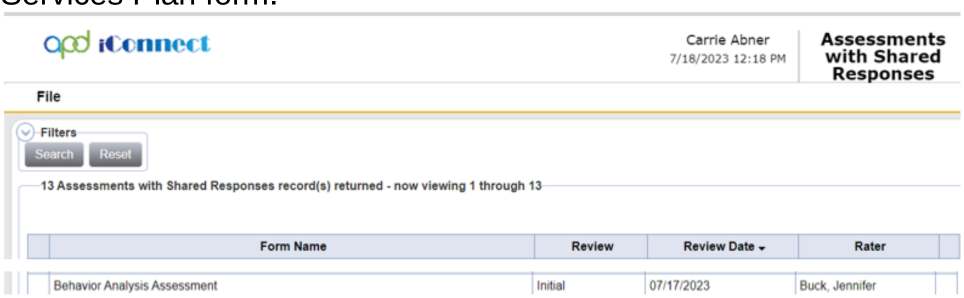
3. The behavior analysis service provider will complete the BASP form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select "**Behavior Analysis Services Plan.**" The Form Details page displays. Update the following fields:
   a. Review = Initial

   b. Review Date = defaults to today
   c. Division = defaults to APD
   d. Worker = pre-populated with your name
   e. Status = defaults to Draft. Will change to Complete later in the workflow.
   f. Provider/Program = the name of the behavior analysis service provider's agency

4. From the **File** menu, select **Copy Shared Response**.



5. Select the most recent Behavior Analysis Assessment form from the list. This will allow pull the Maladaptive Behaviors from the Behavior Analysis Assessment form into the BASP form. The page refreshes and you are returned to the Behavior Analysis Services Plan form.

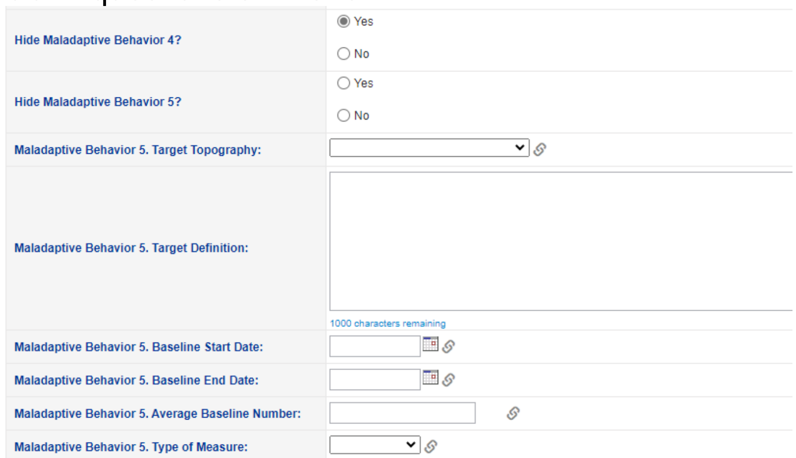


Note

If the behavior analysis service provider completing the BASP works for a different agency than the provider who completed the BAA, the Copy Shared Response feature cannot be used. The BAA completed by the original behavior analysis service provider will not display in the list of Assessments with Shared Responses**.** The Maladaptive Behavior questions will need to be answered again.

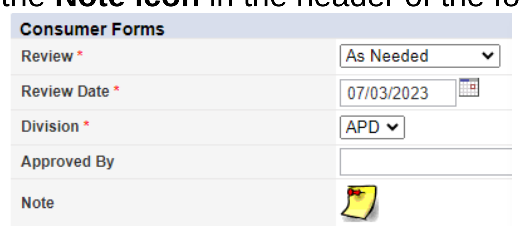
6. Complete the remaining questions in the form, saving several times along the way. It may take more than one day to complete this form.

Note
All 15 Maladaptive Behavior questions are exposed by default. After using Copy Shared Response, some may still be blank (e.g. if only 12 of the 15 behavior questions were answered, 3 will be blank.) Use the “Hide Maladaptive Behavior….” and “Hide Replacement Behavior…..” questions to hide the blank questions on the form.



Hide Maladaptive Behavior 4?	(•) Yes ( ) No
Hide Maladaptive Behavior 5?	( ) Yes ( ) No
Maladaptive Behavior 5. Target Topography:	
Maladaptive Behavior 5. Target Definition:	1000 characters remaining
Maladaptive Behavior 5. Baseline Start Date:	
Maladaptive Behavior 5. Baseline End Date:	
Maladaptive Behavior 5. Average Baseline Number:	
Maladaptive Behavior 5. Type of Measure:	

7. Graphs must also be added to the BASP form. This is done from the **Note icon** in the header of the form.

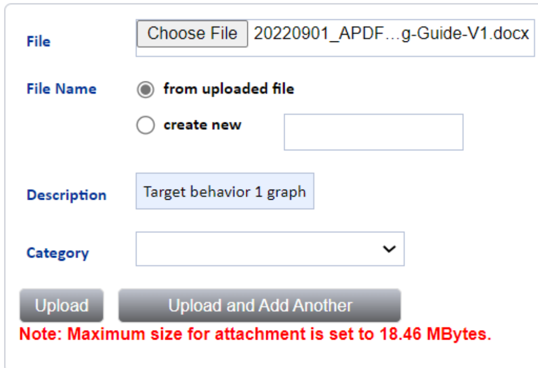


Consumer Forms	
Review *	As Needed
Review Date *	07/03/2023
Division *	APD
Approved By	
Note	

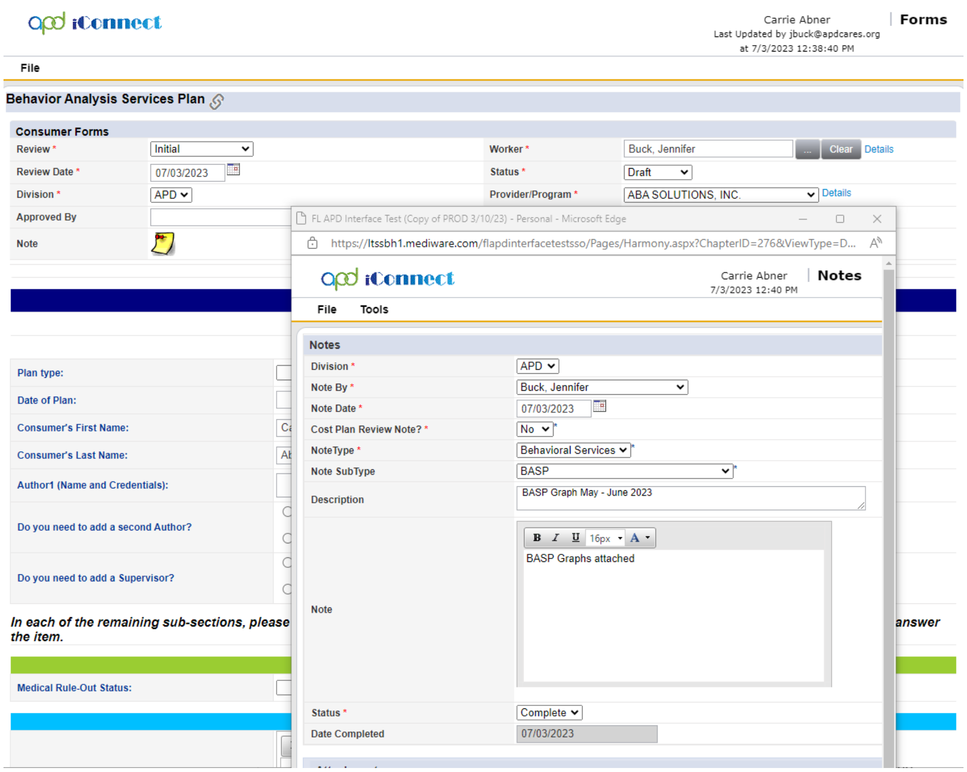
Note
The form must be saved, at least one, to display the Note icon. Save the form by selecting the **File** menu, then select **Save Form**.

8. Click the **Note icon**. The Note Details page displays. Update the following fields:
    a. Cost Plan Review Note = No
    b. Note Type = Behavioral Services
    c. Note Sub Type = BASP
    d. Description = Type of graph + time period it covers (e.g. BASP graph May – June 2023)
    e. Notes = any additional details about the attached graphs
    f. Status = Complete
    g. Attachment = search for and select the document saved on your device.

i. Description = Once the document is selected, within the attachment window, add a Description of the attachment as sometimes the file name is cryptic and not easy to identify what the attachment contains.



Note
iConnect is an encrypted system and providers should <u>not</u> password protect documents when uploading into the system. Password protecting them results in APD not being able to open the documents and then the provider will need to be contacted and asked to resubmit the documentation.



9. From the **File** menu, select **Save and Close Notes**.

10. The page refreshes and you're returned to the BASP form.

11. Once all questions are answered and graphs attached as a Note, change the status of the form to Complete.

12. From the **File** menu, select **Save and Close Form**. The behavior analysis service provider must complete the BASP within 90 days of the first billed date.

> **Note**
> The behavior analysis service providers can begin services in the BASP 5 days before the BASP form is completed. If they begin services but do not complete the BASP form after 5 days, the QA process will be pursued.

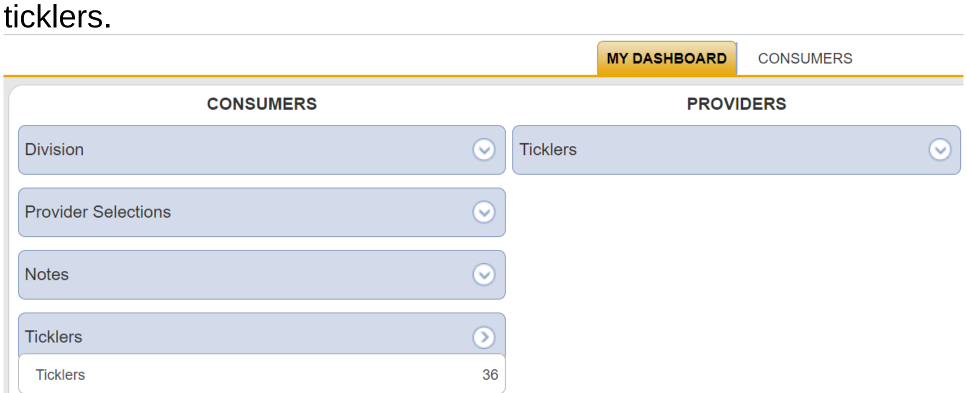
1i. Monitoring Completion by WSC

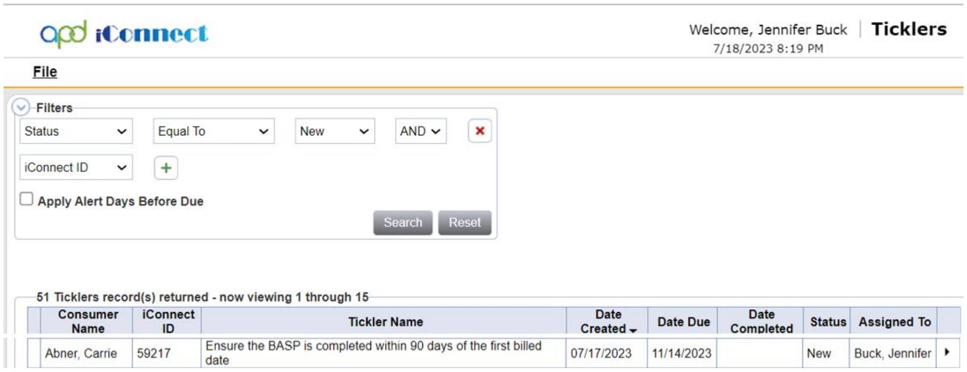
The WSC will use workflow wizards to verify the BASP form is completed within 90 days of the first billed date.

Role: WSC/CDC

1. When the behavior analysis service provider saved the Behavior Analysis Assessment form as complete, a Workflow Wizard triggered a tickler to the WSC to “Ensure the BASP has been completed within 90 days of the first billed date.”

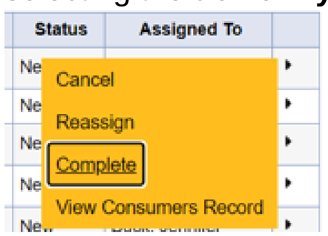
2. The WSC will monitor **My Dashboard** > **Ticklers** for new ticklers.





Completed Within 90 Days

a. If the BASP was completed within 90 days of the first billed date, the “Ensure the BASP has been completed within 90 days of the first billed date” tickler can be marked as complete. Ticklers are marked as complete by selecting the **tickler flyout menu** then select **Complete**.



b. Proceed to the [LRC Preliminary Review section](#).

Not Completed Within 90 Days

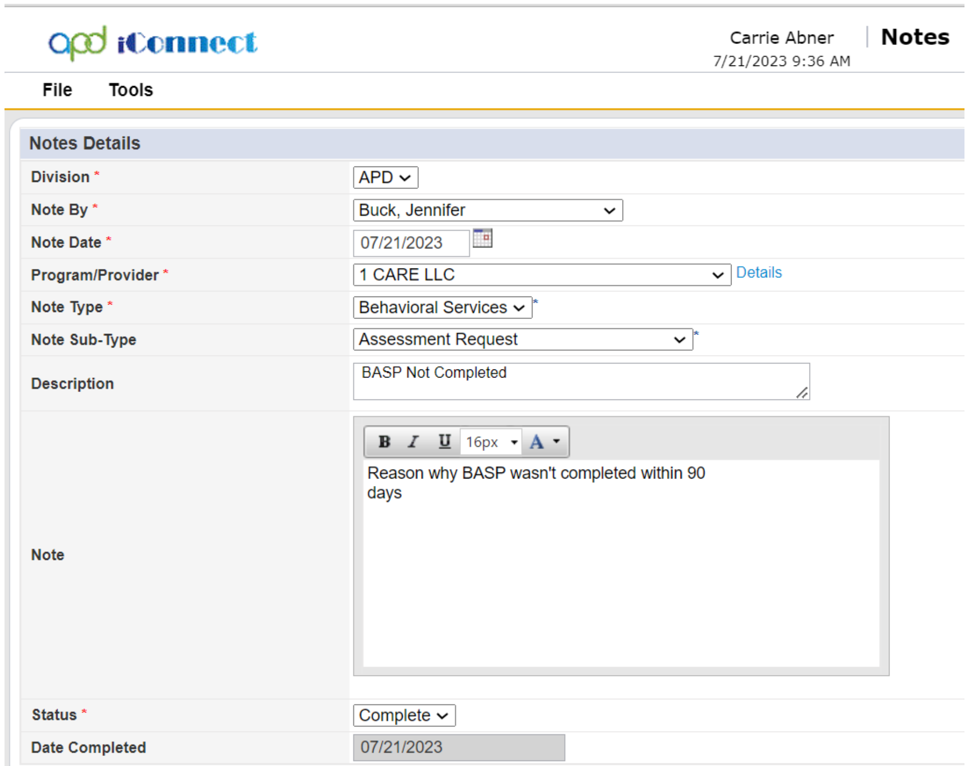
a. If the BASP has not been completed within 90 days of the first billed date, the WSC will review and assess the reasons why with the behavior analysis service provider outside of APD iConnect and document in a note, notifying the region behavioral staff and agency owner. One of four scenarios can occur:
   1. The behavior analysis service provider will complete the BASP late. WSC will indicate the reason why it was completed late in the note for the region behavior analyst (Region Clinical Workstream Worker) and agency owner.
   2. The behavior analysis service provider cannot complete the BAA. WSC will complete the provider selection process again with the consumer and notify the region behavior analyst (Region Clinical Workstream Worker) and agency owner via a note.
   3. Client refused the service. The WSC will follow up with the consumer and indicate the reason services were refused in the note for the region behavior

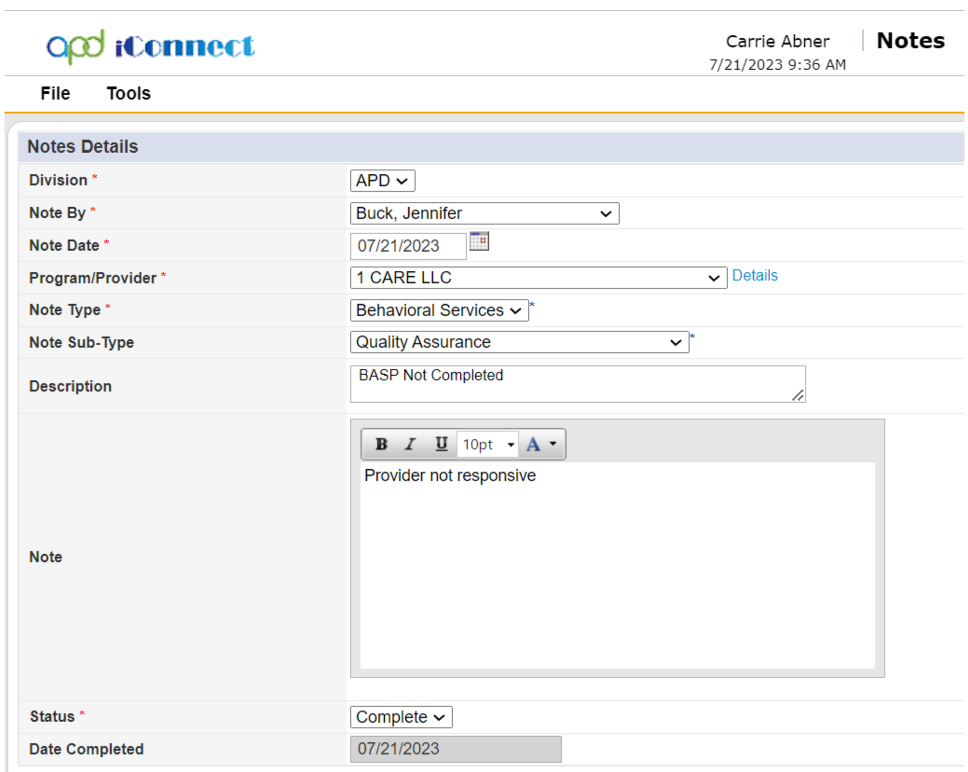
analyst (Region Clinical Workstream Worker) and agency owner. The WSC may complete the provider selection process again with the consumer depending on the situation.

4. The behavior analysis service provider is not responsive. The WSC will notify the region behavior analyst (Region Clinical Workstream Worker) and QA Workstream Worker who will assess if a plan of remediation is needed. Concurrently, the WSC will complete the provider selection process again with the consumer.

b. To create the note, from the consumer's record, select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
   a. Note Type = Behavioral Services
   b. Note SubType = Assessment Request
      If the provider is not responsive, use the Quality Assurance Note SubType
   c. Description = BASP Not Completed
   d. Status = Complete
   e. Note = reason why it was not completed in 30 days
   f. Recipient = Regional behavioral staff and agency owner

c. From the **File** menu, select **Save and Close Notes**.





d. Once the WSC has completed his/her follow-up the “Ensure the BASP has been completed within 90 days of the first billed date" tickler can be marked as complete. Ticklers are marked as complete by selecting the **tickler flyout menu** then select **Complete**.

e. If the behavior analysis service provider will complete the BASP late, proceed to the BASP Completion section.
f. If the behavior analysis service provider cannot complete the BASP, proceed to the Behavior Analysis Service Provider Selection Process section.
g. If the client refused the service and a new provider will be selected, proceed to the Behavior Analysis Service Provider Selection Process section.
h. If the behavior analysis service provider is not responsive, proceed to the Behavior Analysis Service Provider Selection Process section.

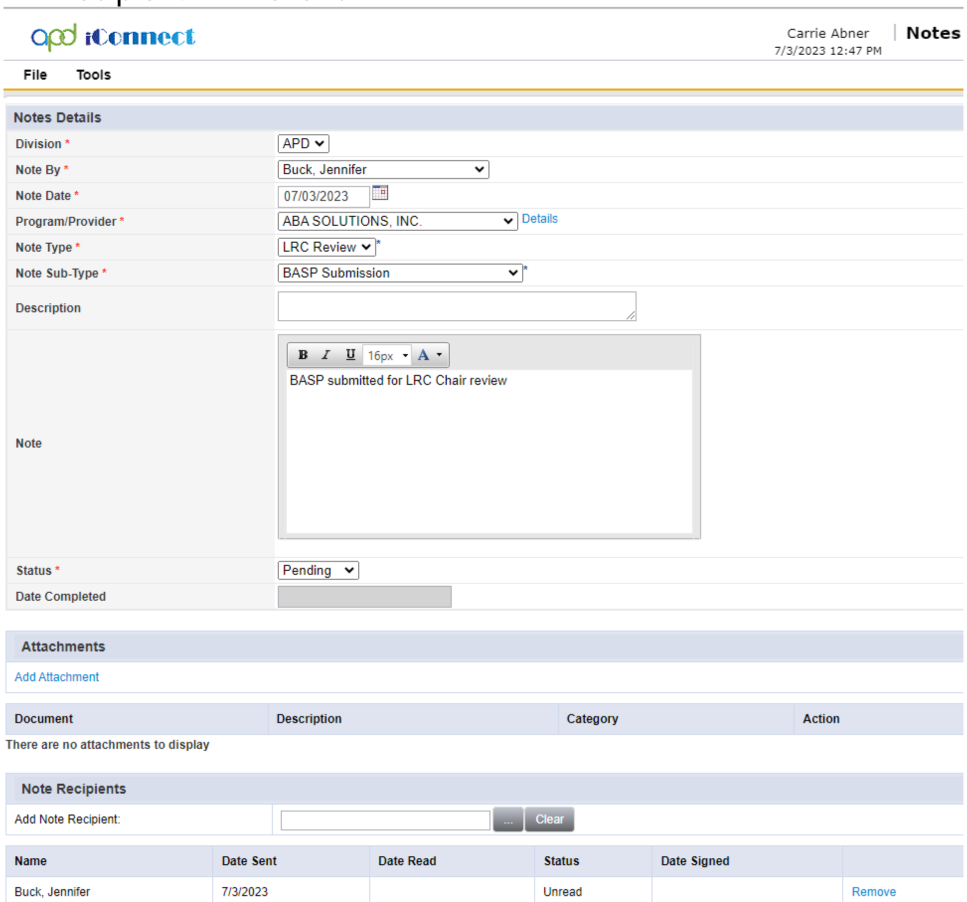
1j. LRC Preliminary Review

Once the BASP form is completed, the behavior analysis service provider submits the BASP for LRC review via a note in APD iConnect. The LRC Chair or designee completes the preliminary review and updates the same note with the findings as notification back to the behavior analysis service provider.
In addition, a LRC Case Review can be requested at any time. In these cases, a note will still be submitted to the LRC Chair or designee, but it will use a different Note Sub Type than a LRC Case Review requested from a BASP submission.

Role: Service Provider, Service Provider Worker

1. Once the BASP form is completed, the behavior analysis service provider will add a note for the LRC Chair or designee notifying them of the BASP submission. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
   a. Program/Provider = select the name of the behavior analysis service provider's agency
   b. Note Type = LRC Review
   c. Note Sub Type = BASP Submission
   d. Description = optional

e. Note = any special request with the submission request (e.g. month or time of day for the review)
f. Status = Pending
g. Attachments = add if applicable
h. Recipient = LRC Chair.


apd iConnect

Carrie Abner | Notes
7/3/2023 12:47 PM

File Tools

Notes Details

Division *	APD
Note By *	Buck, Jennifer
Note Date *	07/03/2023
Program/Provider *	ABA SOLUTIONS, INC. Details
Note Type *	LRC Review
Note Sub-Type *	BASP Submission
Description	
Note	BASP submitted for LRC Chair review
Status *	Pending
Date Completed	

Attachments

Add Attachment

Document	Description	Category	Action

There are no attachments to display

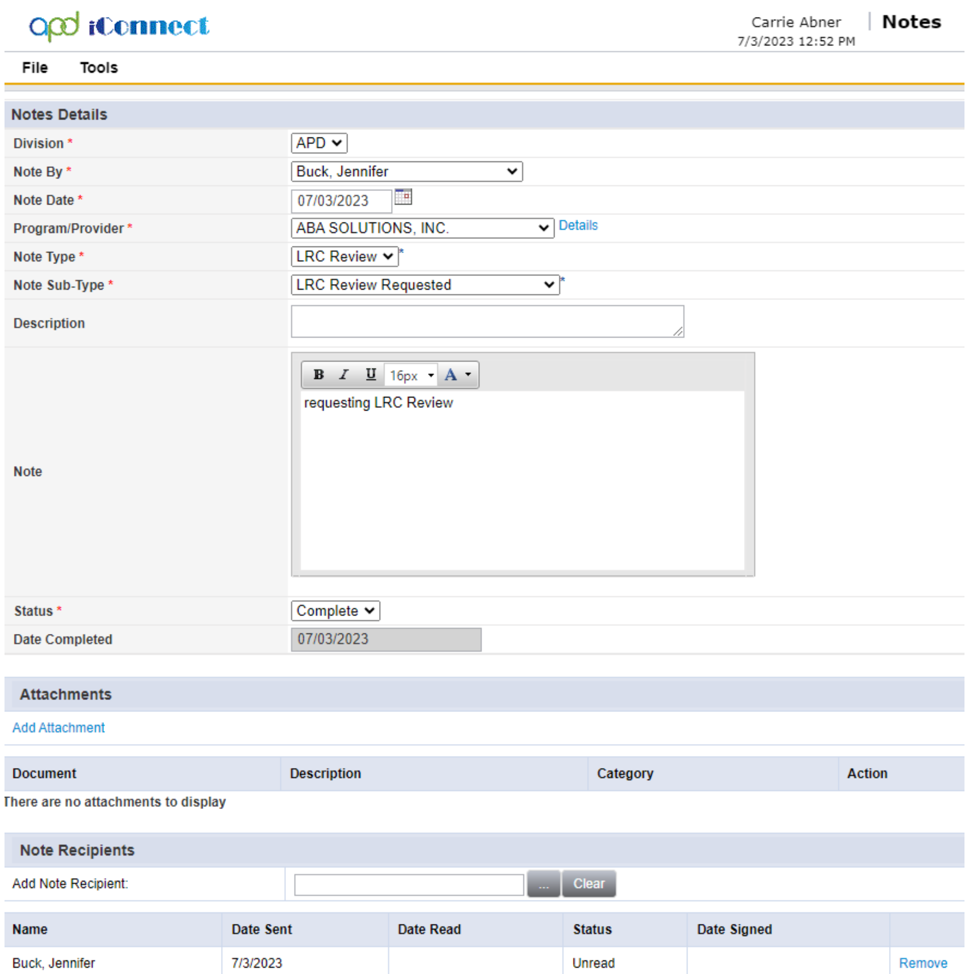
Note Recipients

Add Note Recipient: ... Clear

Name	Date Sent	Date Read	Status	Date Signed	
Buck, Jennifer	7/3/2023		Unread		Remove

2. From the **File** menu, select **Save and Close Notes**.

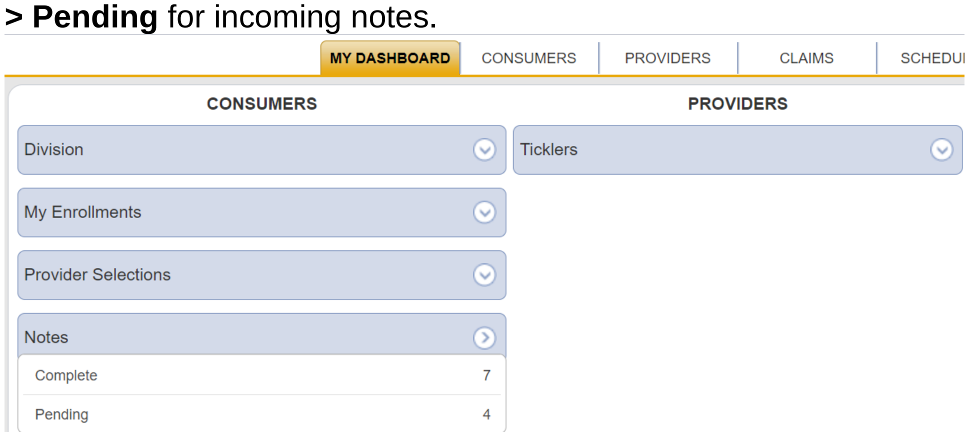
3. If a LRC Case Review is needed outside of the BASP submission process, it will be requested through a note. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
   a. Program/Provider = enter the name of the behavior analysis service provider's agency
   b. Note Type = LRC Review
   c. Note Sub Type = LRC Review Requested
   d. Status = Complete
   e. Attachments = add if applicable
   f. Recipient = LRC Chair



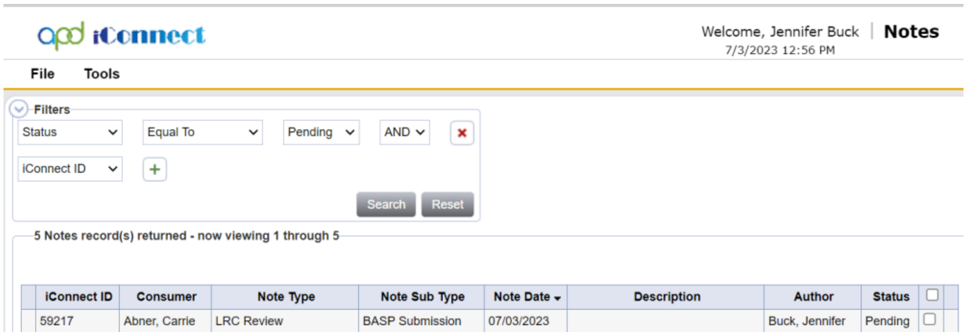
4. From the **File** menu, select **Save and Close Notes.**

Role: Region Clinical Workstream Worker

5. The LRC Chair monitors **My Dashboard >Consumers > Notes > Pending** for incoming notes.



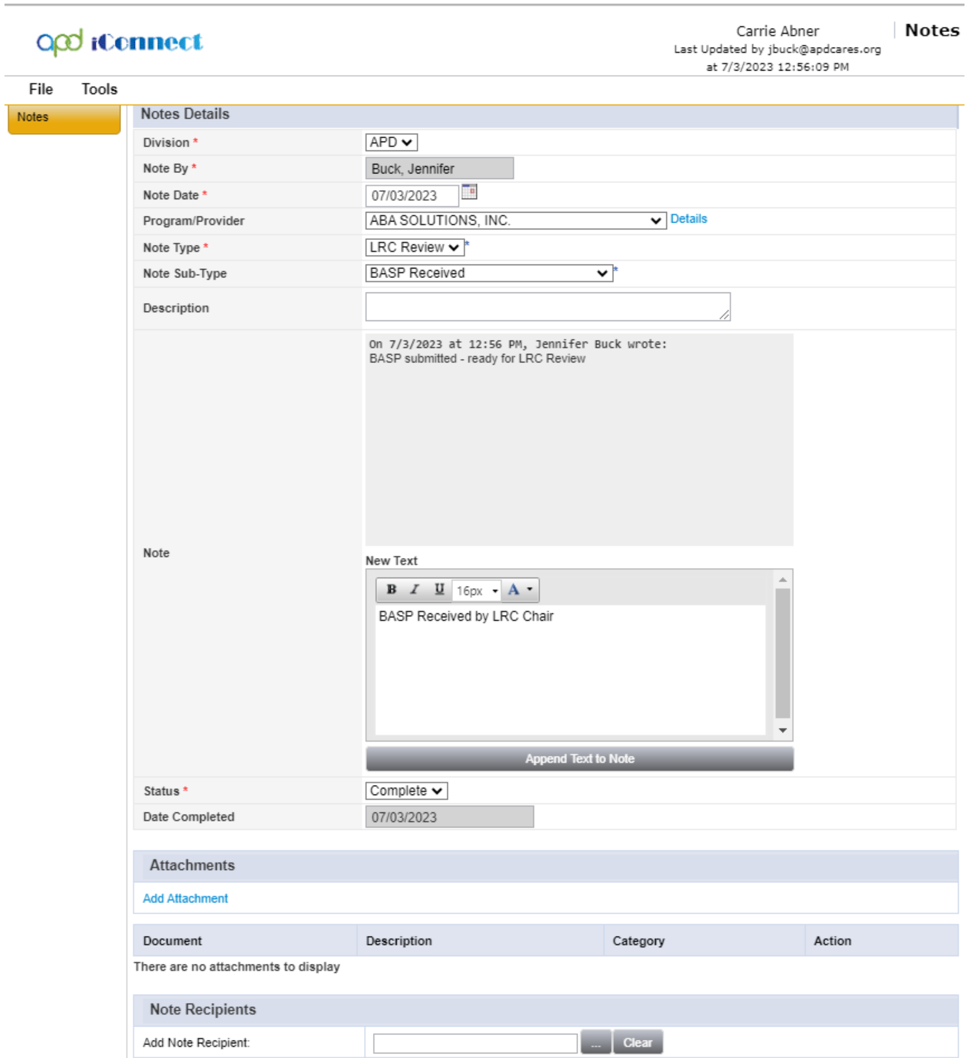
6. The LRC Chair reviews the note as notification the BASP has been submitted. The LRC Chair or designee completes the preliminary review within 21 days by reviewing the completed BASP form in APD iConnect.



7. The LRC Chair will determine if the BASP criteria has been met. There are 2 possible outcomes:
   a. BASP Criteria Met
   b. BASP Criteria Not Met

1ji. BASP Criteria Met
Role: Region Clinical Workstream Worker

1. If the BASP criteria has been met the LRC Chair or designee will document in the **existing LRC Review > BASP Submission note**. With the note already open from the previous section, update the following fields:
   a. Note Type = LRC Review
   b. Note Sub Type = Update to BASP Received
   c. Note = enter details about the received BASP if needed
   d. Status = Complete
   e. Recipient = behavior analysis service provider

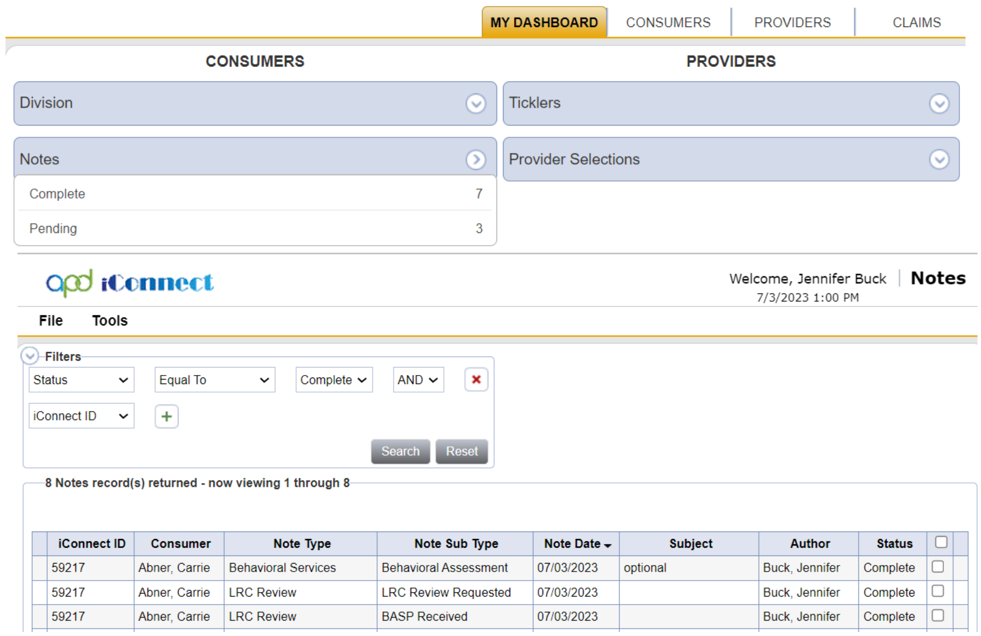


2. From the **File** menu, select **Save and Close Notes**.

3. Outside of iConnect, the LRC Chair will be using the notes in iConnect to prepare the LRC agenda.

Role: Service Provider, Service Provider Worker

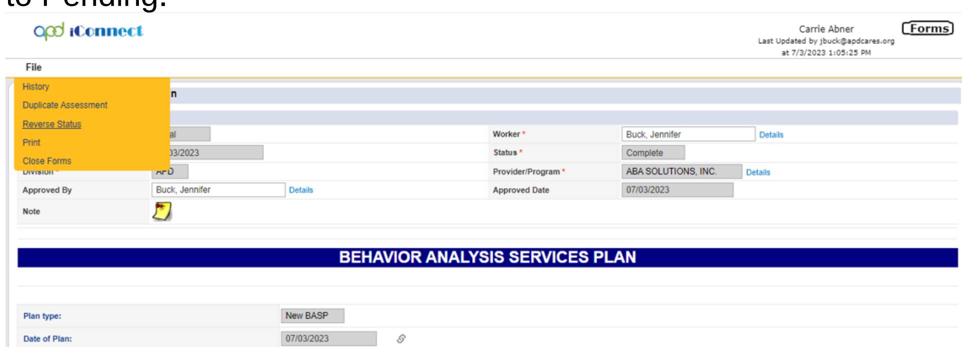
4. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes > Complete** for incoming notes as notification the BASP was received and met criteria. The behavior analysis service provider will be on the lookout for a second note with the date of the LRC Meeting.



1jii. BASP Criteria Not Met

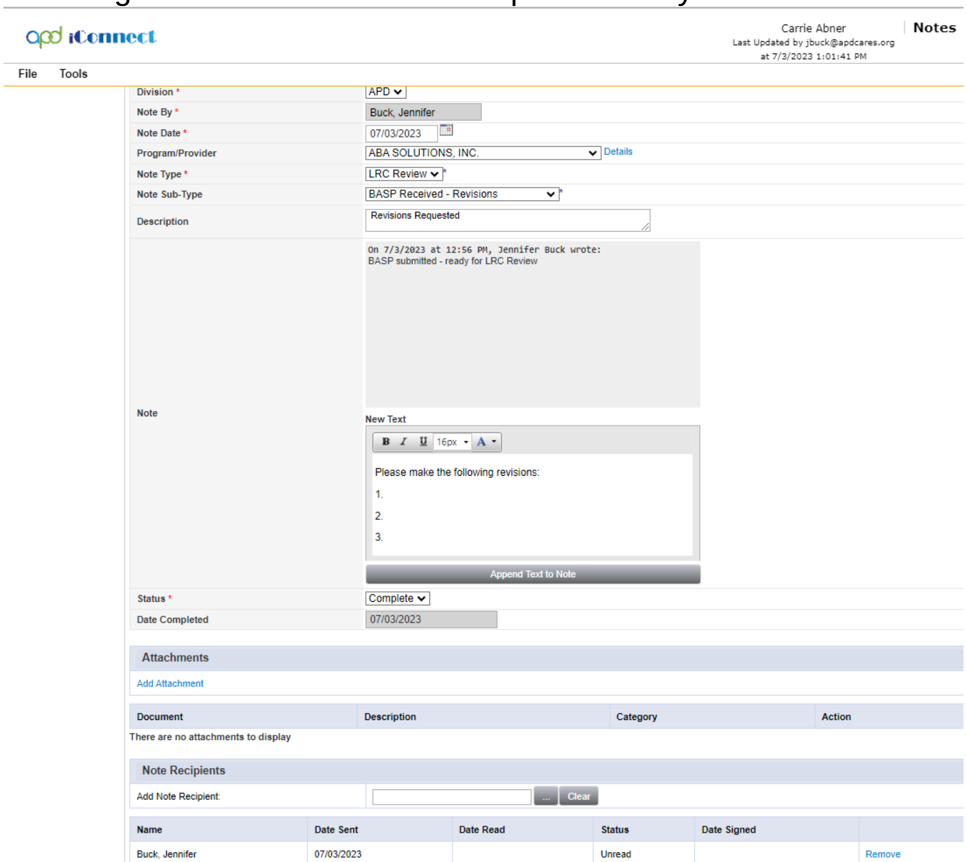
Role: Region Clinical Workstream Worker

1. If the BASP criteria has NOT been met the LRC Chair will reverse the status of the BASP so the behavior analysis service provider can make updates. From the **File** menu, select **Reverse Status**. The status of the form changes from Complete to Pending.



2. The LRC Chair will notify the provider via the **existing LRC Review > BASP Submission note**. With the note already open from the previous section, update the following fields:
    a. Note Type = LRC Review
    b. Note Sub Type = Update to BASP Received – Revisions
    c. Description = Revisions Requested
    d. Note = list details of what is needed
    e. Status = Complete. The behavior analysis service provider will respond with a new note.

f. Recipient = behavior analysis service provider. If the behavior analysis service provider has already marked the note as read, he/she will need to be re-added, even though the name is listed as recipient already.

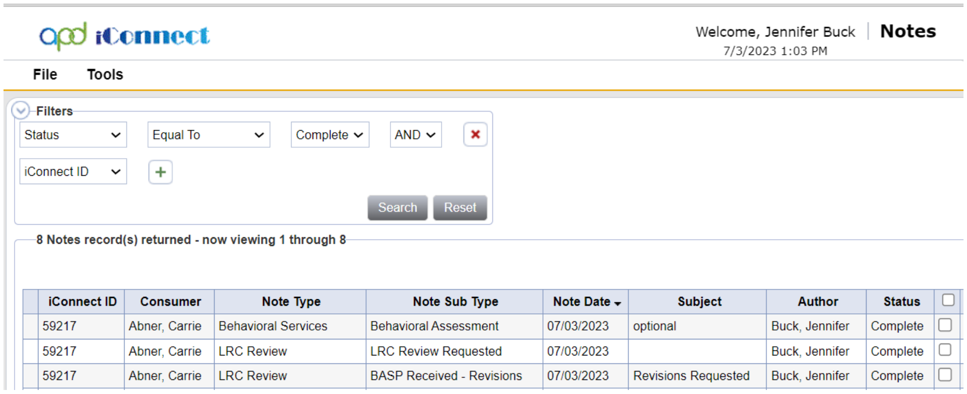


3. From the **File** menu, select **Save and Close Notes**.

Role: Service Provider, Service Provider Worker

4. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes > Complete** for incoming notes.

5. The behavior analysis service provider reviews the **LRC Review > BASP Received – Revisions** note for reasons why the BASP criteria was not met.



6. The behavior analysis service provider will update the BASP and resubmit it via a new note. Navigate to the consumer's record and select the **Forms** tab.

7. Select the pending **Behavior Analysis Services Plan** form from the list.

8. Update the form per the requested changes in the **LRC Review > BASP Received > Revisions Requested** note.

9. Once updates to the BASP form are complete, change the status to **Complete**. From the **File** menu, select **Save and Close Form**.

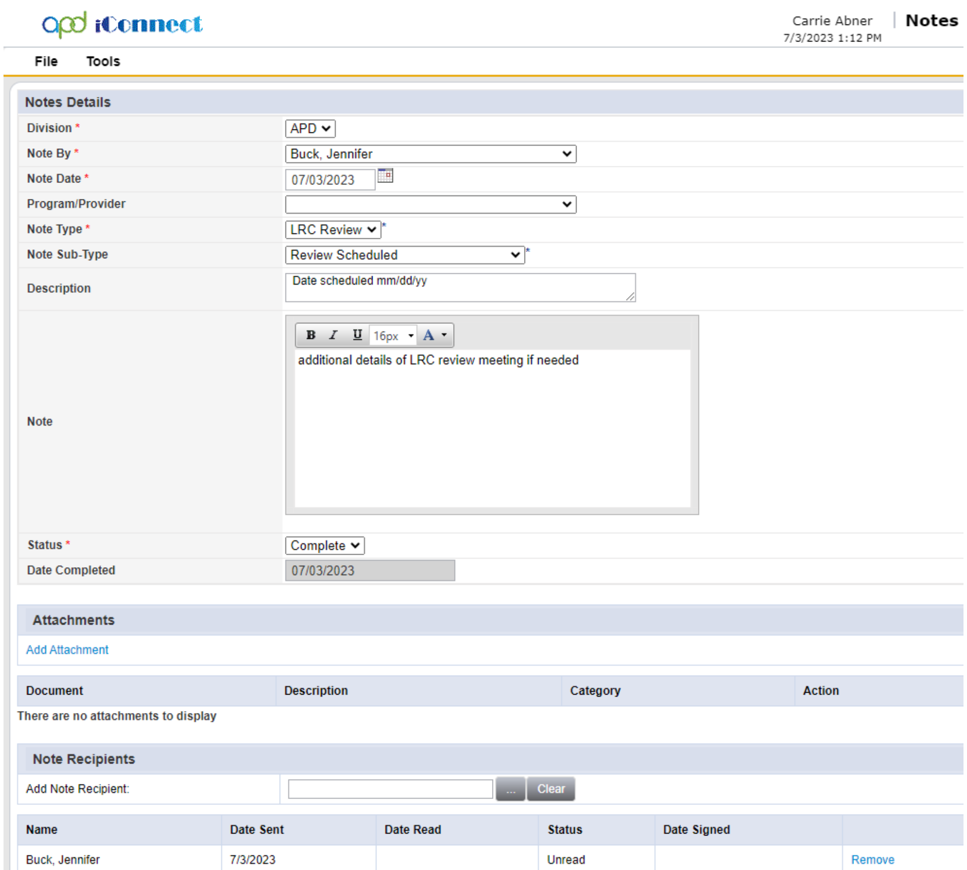
10. The behavior analysis service provider will submit a new note to the LRC Chair that the updated BASP has been submitted. Repeat the steps in the LRC Preliminary Review section.

1k. LRC Meeting

The LRC Meeting is held after the BASP is submitted and criteria is met. A LRC BASP Review can also be completed at any time, upon request per the LRC Case Review > LRC Review Requested note discussed in the previous section.
After receiving the BASP Submitted or LRC Review Requested noted, the LRC Chair or designee determines whether there will be a desk review or a review at a LRC meeting and notifies requesting party/behavior analysis service provider using a note. The review is completed, and recommendations are documented on the LRC Case Review and Approval form. The LRC Member Review of BASP form is also completed as part of the review. The completion of the review is communicated back to the behavior analysis service provider via a note in APD iConnect. The financial eligibility review is also completed before the LRC Meeting. Complete the Service Eligibility Review Process section.

Role: Regional Clinical Workstream Worker

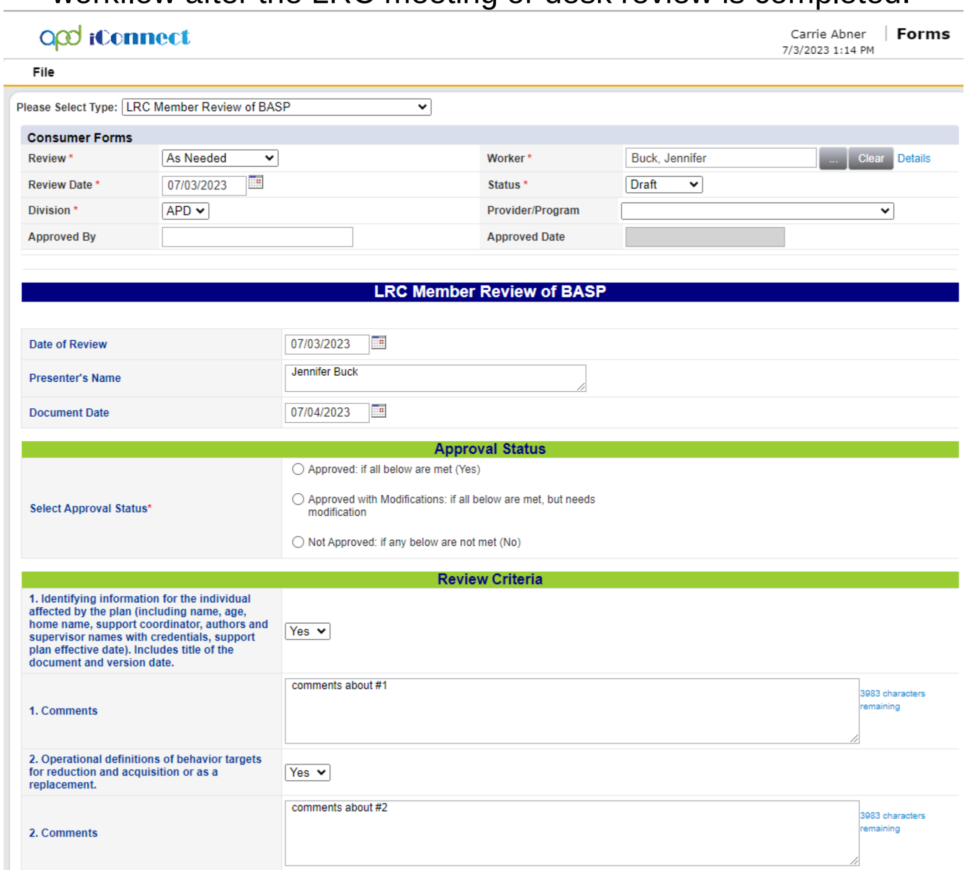
1. If the LRC meeting is needed, the LRC Chair has 30 days from the initial receipt of the BASP to notify the behavior analysis service provider of the meeting date. This is done by a note in APD iConnect. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
   a. Note Type = LRC Review
   b. Note Sub Type = Review Scheduled
   c. Description = Date Scheduled mm/dd/yy
   d. Note = add additional details as needed
   e. Status = Complete
   f. Recipient = behavior analysis service provider



2. From the **File** menu, select **Save and Close Notes.**

3. If a review during the LRC meeting is not required and a desk review will suffice, the LRC Chair or designee doesn't need to send a note to the behavior analysis service provider, but he/she does have to complete the **LRC Member Review of BASP** form and the **LRC Case Review and Approval** form.

4. The LRC Chair or designee begins the LRC Member Review of BASP form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select "**LRC Member Review of BASP**." The Form Details page displays. Update the following fields:
   a. Review = select As Needed
   b. Review Date = defaults to today
   c. Division = defaults to APD
   d. Worker = pre-populated with your name
   e. Provider/Program = leave blank
   f. Status = Draft. This will be updated to Complete later in the workflow after the LRC meeting or desk review is completed.



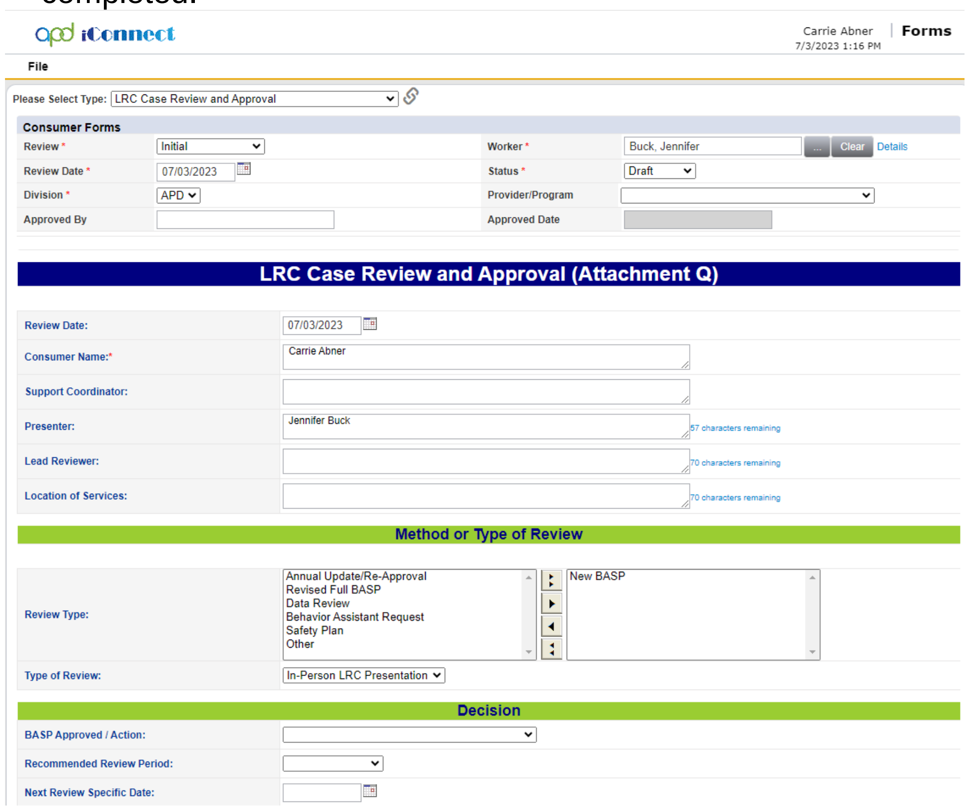
5. Complete the questions in the form. The Approval Status section will be added later in the workflow, after the LRC meeting or desk review is complete.

6. From the **File** menu, select **Save and Close Form.**

7. The LRC Chair or designee also begins the LRC Case Review and Approval form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the **File** menu, select

Add Form. Select “**LRC Case Review and Approval**.” The Form Details page displays. Update the following fields:

a. Review = select As Needed
b. Review Date = defaults to today
c. Division = defaults to APD
d. Worker = pre-populated with your name
e. Provider/Program = leave blank
f. Status = Draft. This will be updated to Complete later in the workflow after the LRC Review meeting or desk review is completed.



8. Complete the questions in the form. The BASP Approved/Action question will be added later in the workflow, after the LRC meeting or desk review is complete.

9. From the **File** menu, select **Save and Close Form.**

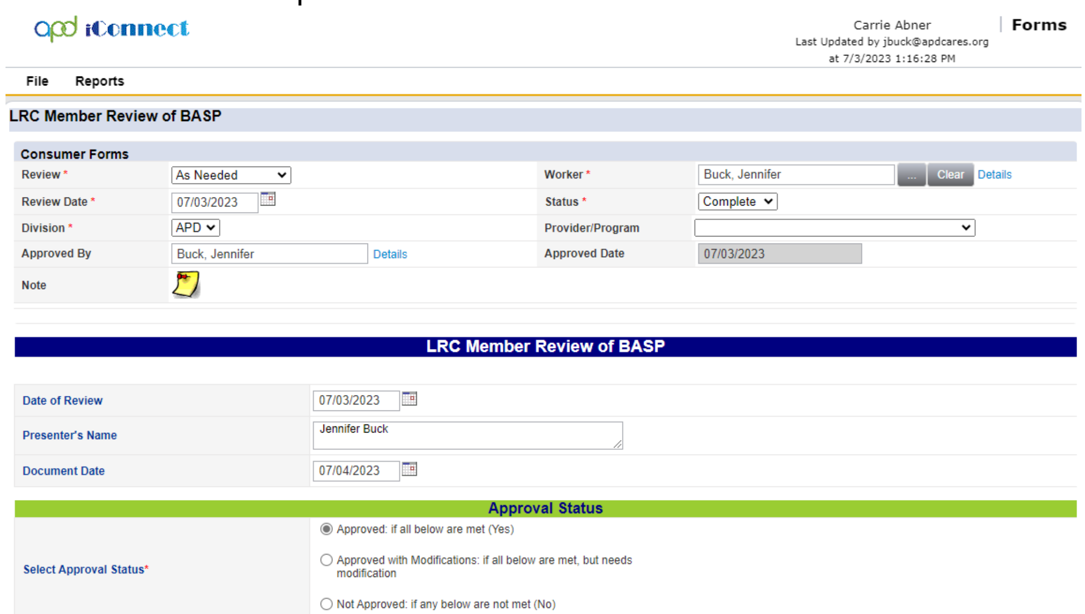
10. The LRC meeting is held or the desk review is completed. A decision will be rendered within 90 days of the initial receipt of the BASP. There are 3 possible outcomes:
    a. Approved
    b. Approved with Modifications
    c. Not Approved

1ki. Approved

The LRC Chair or designee will update the **LRC Member Review of BASP** form and the **LRC Case Review and Approval Form** then notify the behavior analysis service provider via a note in APD iConnect.

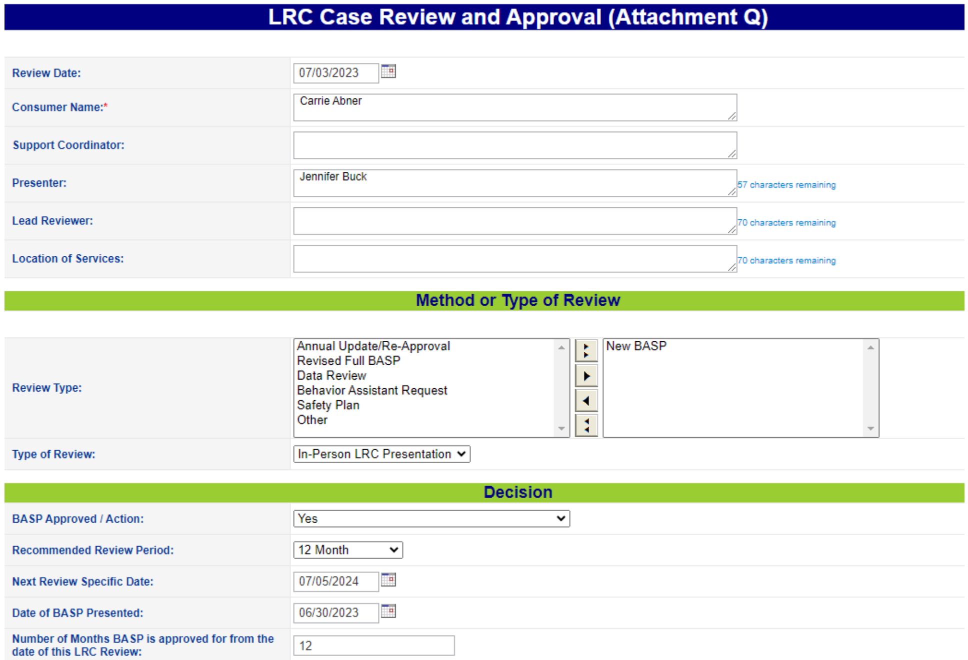
Role: Regional Clinical Workstream Worker

1. The LRC Chair or designee will update the LRC Member Review of BASP form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the list view, select the **LRC Member Review of BASP** form. The Form Details page displays. Update the following fields:
    a. Approval Status = Approved
    b. Status = Complete



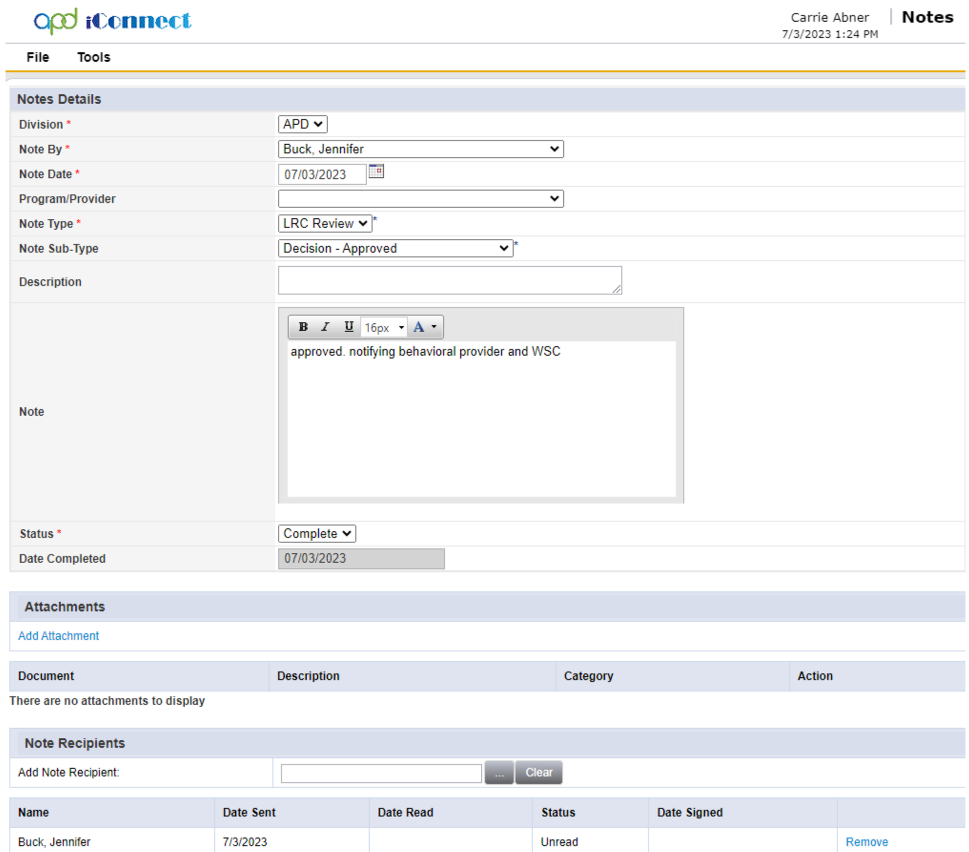
2. From the **File** menu, select **Save and Close Form**.

3. The LRC Chair will also update the LRC Case Review and Approval form. Navigate to the consumers record and select the **Forms** tab. From the list view, select the **LRC Case Review and Approval** form. The Form Details page displays. Update the following fields:
    a. Decision section > BASP Approved/Action = Yes
    b. Status = Complete



4. From the **File** menu, select **Save and Close Forms**.

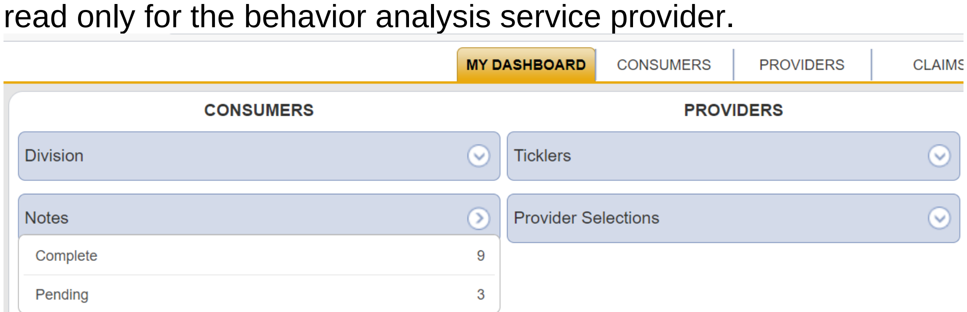
5. The LRC Chair notifies the behavior analysis service provider of the BASP approval via a note in APD iConnect. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
    a. Note Type = LRC Review
    b. Note Subtype = Decision – Approved
    c. Status = Complete
    d. Recipient = behavior analysis service provider & WSC

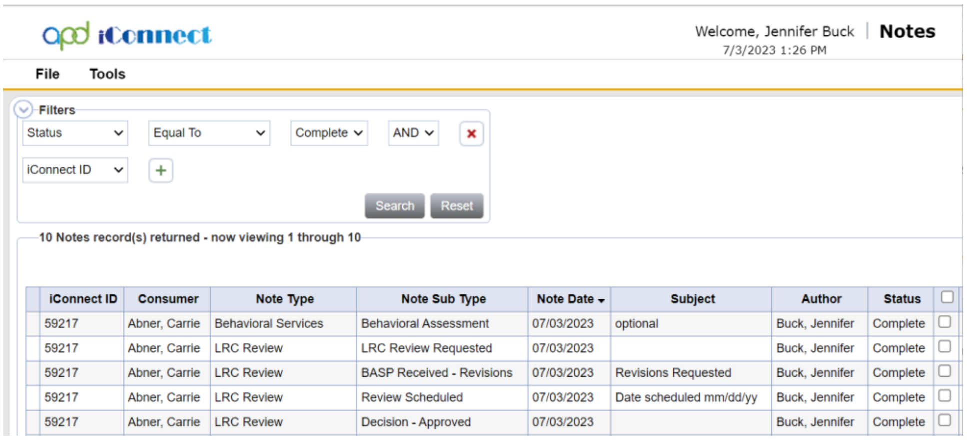


6. From the **File** menu, select **Save and Close Notes**

Role: Service Provider, Service Provider Worker

7. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes > Complete** for notification of the BASP approval and services may begin or continue. The behavior analysis service provider will select the LRC Review > Decision – Approval note from the list view and review the details added in the notes section. In addition, the behavior analysis service provider can review the completed LRC Member Review of BASP and LRC Case Review and Approval form. The forms are read only for the behavior analysis service provider.





iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status
59217	Abner, Carrie	Behavioral Services	Behavioral Assessment	07/03/2023	optional	Buck, Jennifer	Complete
59217	Abner, Carrie	LRC Review	LRC Review Requested	07/03/2023		Buck, Jennifer	Complete
59217	Abner, Carrie	LRC Review	BASP Received - Revisions	07/03/2023	Revisions Requested	Buck, Jennifer	Complete
59217	Abner, Carrie	LRC Review	Review Scheduled	07/03/2023	Date scheduled mm/dd/yy	Buck, Jennifer	Complete
59217	Abner, Carrie	LRC Review	Decision - Approved	07/03/2023		Buck, Jennifer	Complete

Role: WSC/CDC

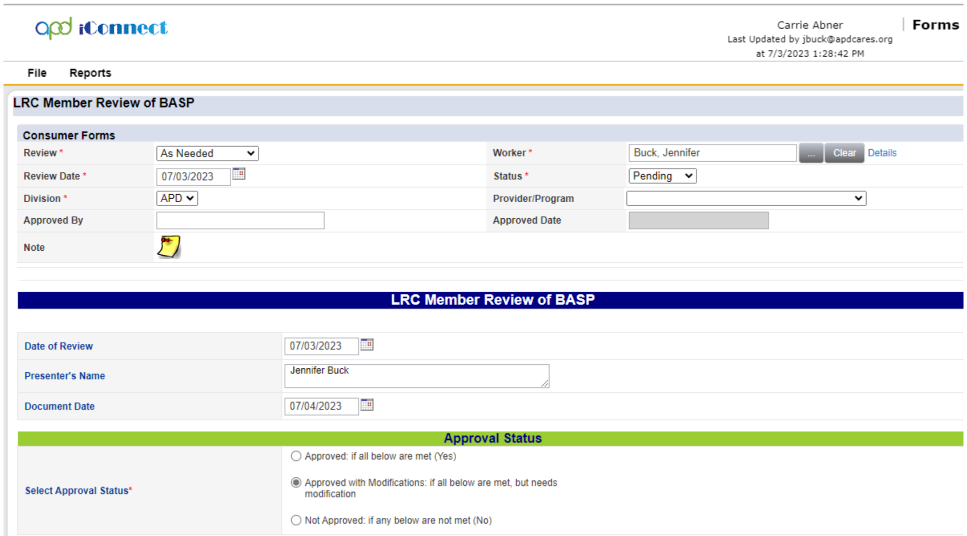
8. The WSC monitors **My Dashboard > Consumers > Notes** for notification of the BASP approval. The WSC may need to create more/update authorizations according to the current cost plan processes.

1kii. Approved with Modifications

The LRC Chair will update the LRC Member Review of BASP form and the LRC Case Review and Approval Form then notify the behavior analysis service provider via a note in APD iConnect. The behavior analysis service provider will update the BASP and resubmit.

Role: Regional Clinical Workstream Worker

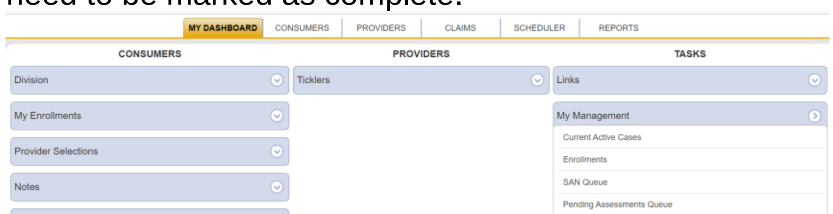
1. The LRC Chair or designee will update the LRC Member Review of BASP form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the list view, select the **LRC Member Review of BASP** form. The Form Details page displays. Update the following fields:
    a. Approval Status = Approved with Modifications
    b. Status = Pending

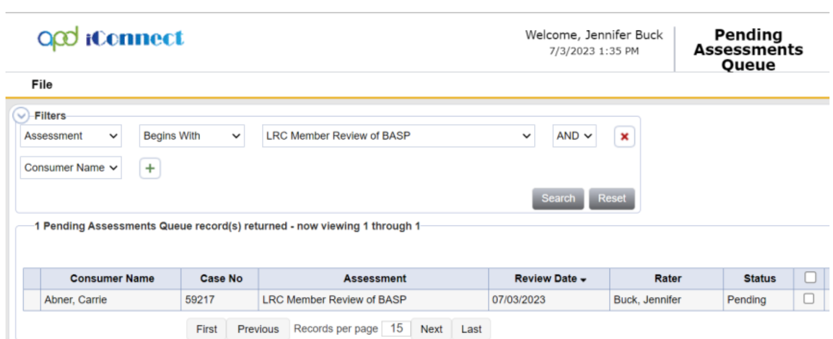


2. From the **File** menu, select **Save and Close Form**.

Note

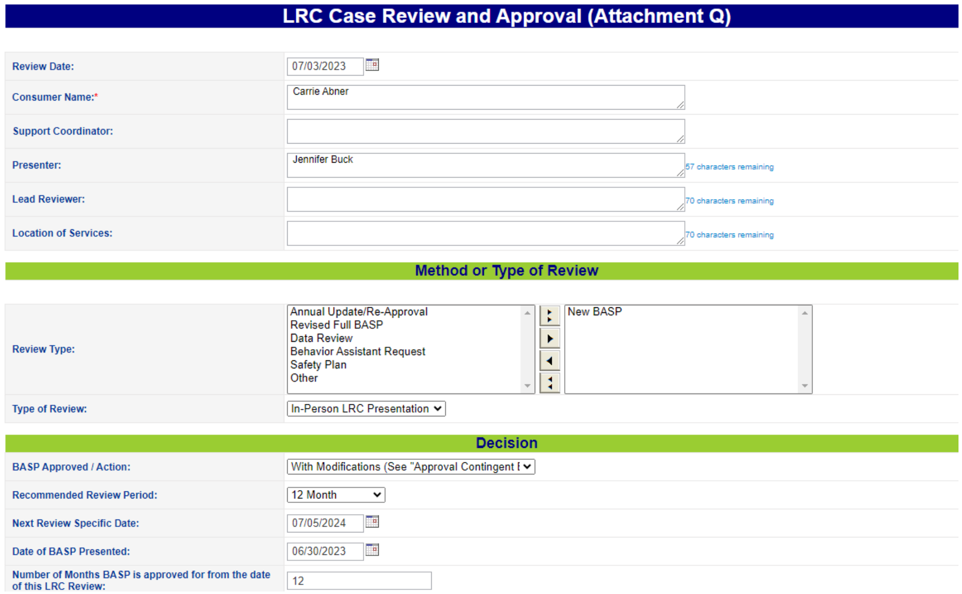
The LRC Chair or designee can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of BASP's that are approved with modifications and awaiting resubmission from the behavior analysis service provider. If Provider never resubmits, use this same queue to identify forms that need to be marked as complete.





3. The LRC Chair will also update the LRC Case Review and Approval form. Navigate to the consumers record and select the **Forms** tab. From the list view, select the **LRC Case Review and Approval** form. The Form Details page displays. Update the following fields:

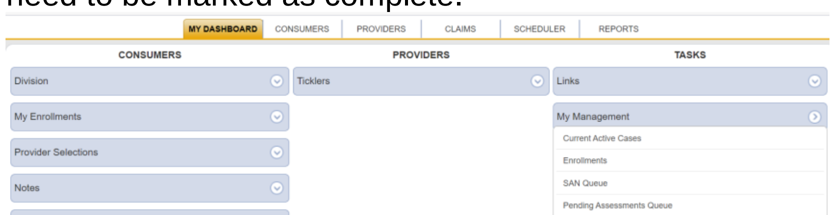
a. Decision section > Approved/Action = With Modifications
b. Status = Pending

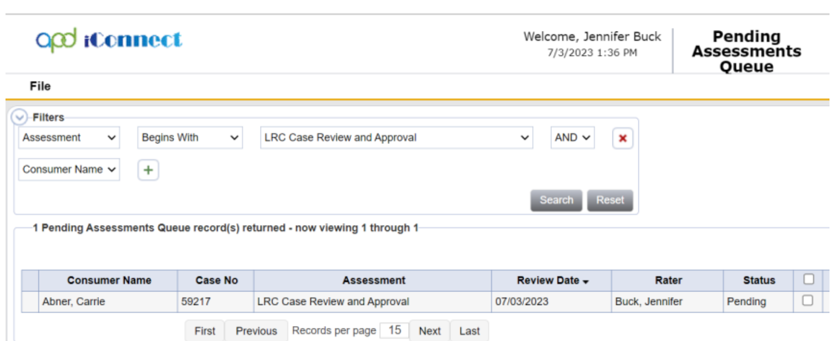


4. From the **File** menu, select **Save and Close Forms**.

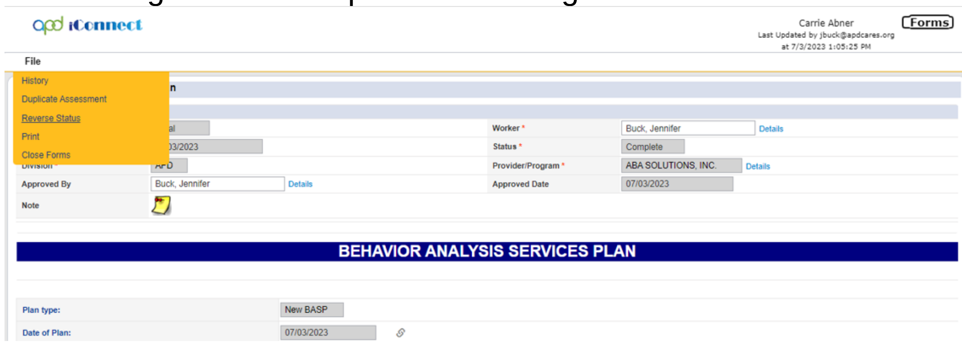
Note

The LRC Chair or designee can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of BASP's that are approved with modifications and awaiting resubmission from the behavior analysis service provider. If Provider never resubmits, use this same queue to identify forms that need to be marked as complete.

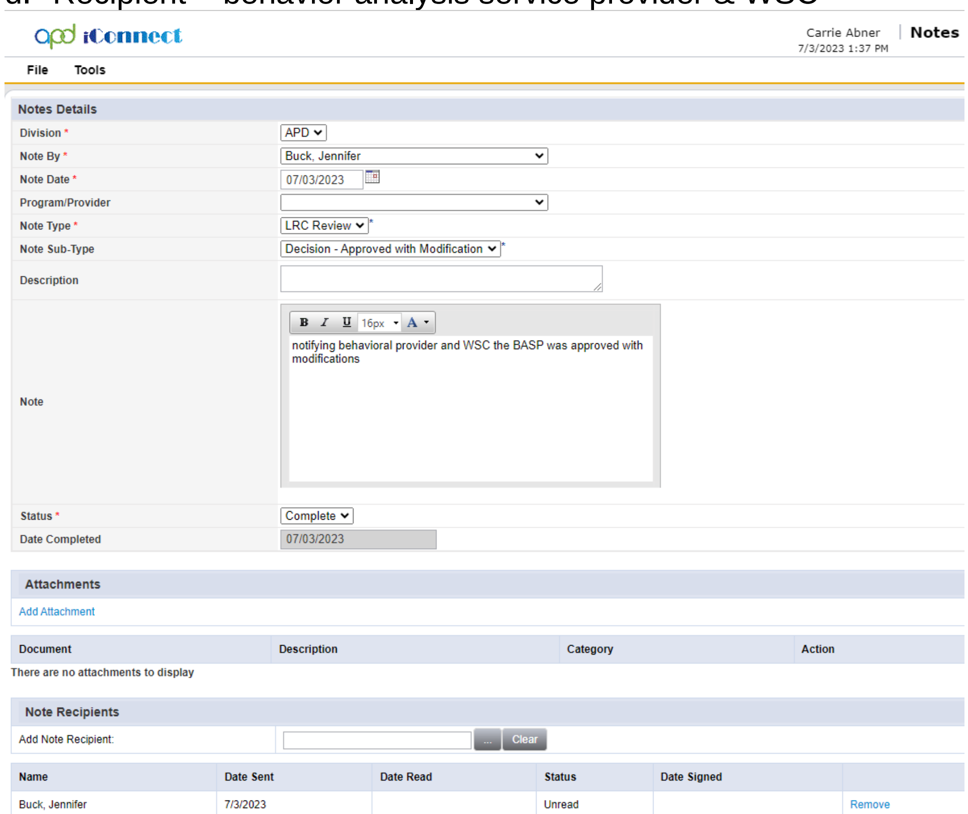




5. The LRC Chair will reverse the status of the BASP so the behavior analysis service provider can make updates. From the **File** menu, select **Reverse Status**. The status of the form changes from Complete to Pending.



6. The LRC Chair notifies the behavior analysis service provider of the BASP approval with modifications via a note in APD iConnect. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
   a. Note Type = LRC Review
   b. Note Subtype = Decision – Approved with Modifications
   c. Status = Complete
   d. Recipient = behavior analysis service provider & WSC

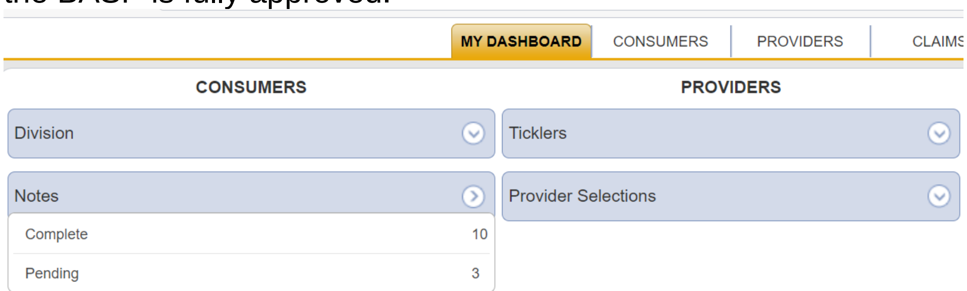


7. From the **File** menu, select **Save and Close Notes.**

8. The behavior analysis service provider has 30 days to resubmit.

Role: WSC/CDC

9. The WSC monitors **My Dashboard > Consumers > Notes > Complete** for notification of the BASP approval with modifications. This note serves as notification only. The WSC will not proceed with creating more/updating authorizations until the BASP is fully approved.

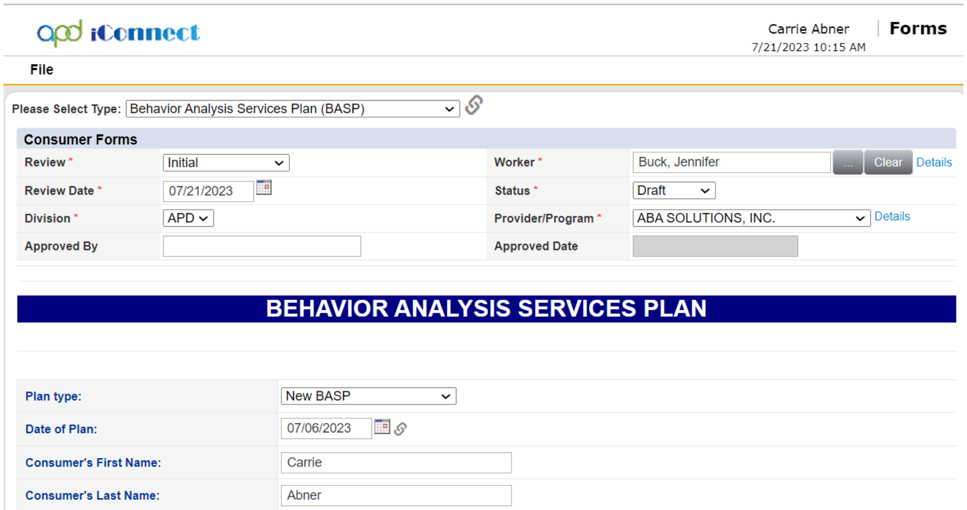


Role: Service Provider, Service Provider Worker

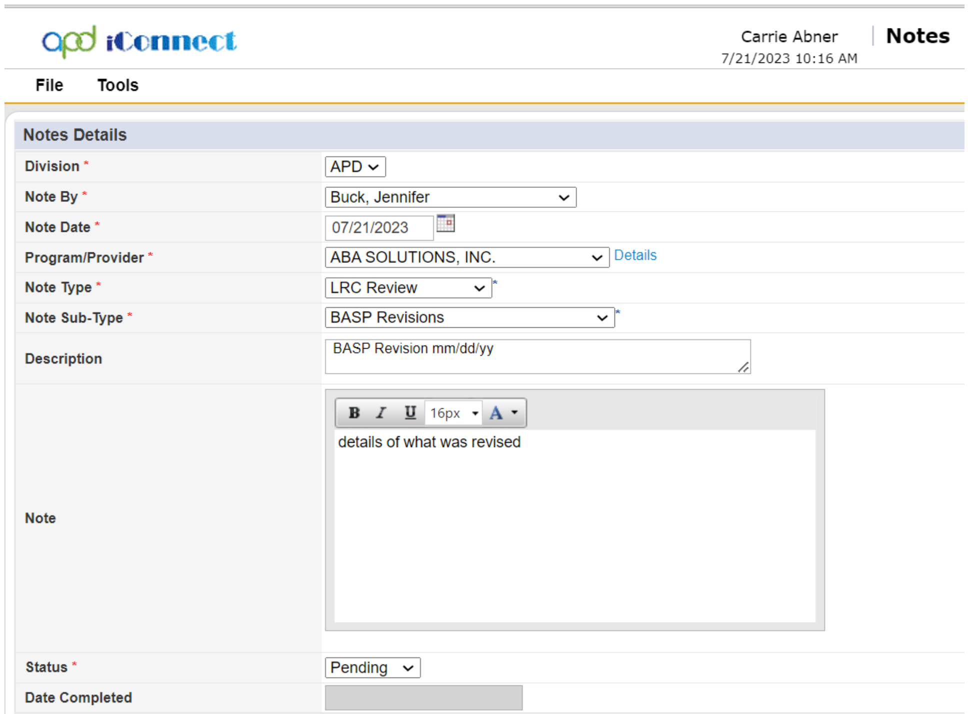
10. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes > Complete** for notification of the BASP approval with modifications. The behavior analysis service provider will select the LRC Review > Decision – Approved with Modifications note from the list view and review the modifications that are needed in the notes section. In addition, the behavior analysis service provider can review the LRC Member Review of BASP and LRC Case Review and Approval form. The forms are read only for the behavior analysis service provider.

11. The behavior analysis service provider will update the Behavioral Analysis Service Plan (BASP) form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the forms list view, select the **Behavioral Analysis Service Plan** (BASP) form that is in Pending status. Update the following fields:
    a. Per instruction in the LRC Review > Decision – Approved with Modifications note, update the form to reflect all required modifications identified in the note.
    b. Status = Complete

12. From the **File** menu, select **Save and Close Form**.

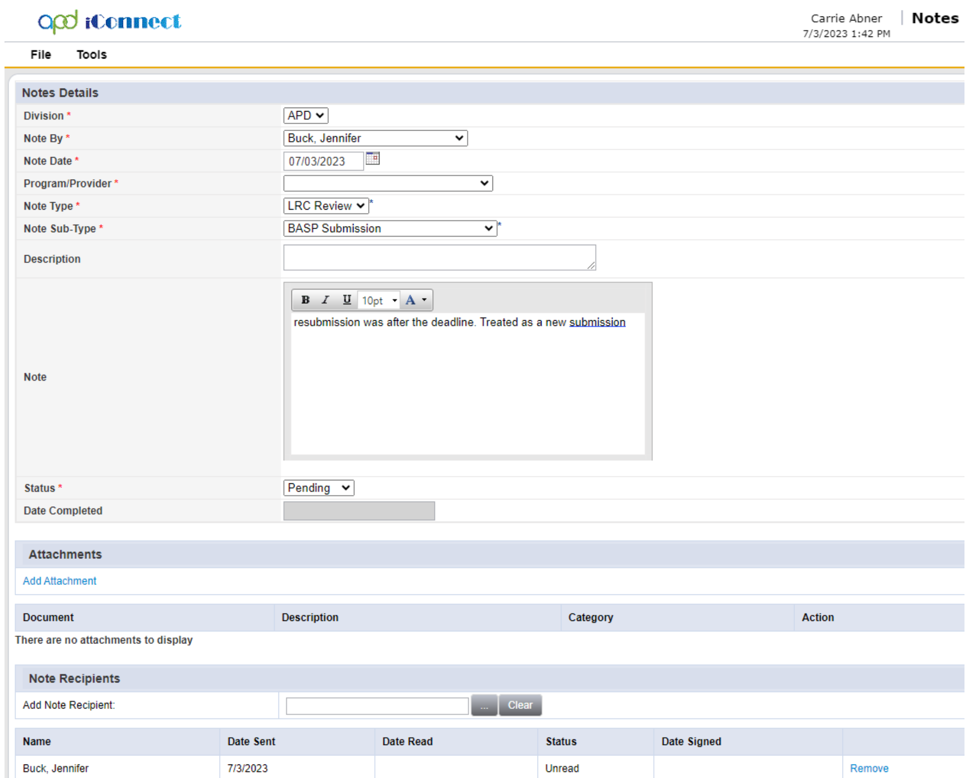


13. Once the BASP is revised, the behavior analysis service provider will add a note for the LRC Chair or designee notifying them of the BASP submission. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. If the BASP Revision was submitted <u>before</u> the deadline, update the following fields:
    a. Program/Provider = enter the name of the behavior analysis service provider's agency
    b. Note Type = LRC Review
    c. Note Subtype = BASP Revisions
    d. Description = BASP Revision mm/dd/yy
    e. Note = Add details of what was revised
    f. Status = Pending
    g. Attachments = Add any attachments
    h. Recipient = LRC Chair



14. From the **File** menu, select **Save and Close Notes**. Skip to Step 16.

15. If the BASP Revision was submitted <u>after</u> the deadline, the LRC Chair or designee will manage this as a new submission. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
    a. Program/Provider = enter the name of the behavior analysis service provider's agency
    b. Note Type = LRC Review
    c. Note Subtype = BASP Submission
    d. Note = add details that the submission is after the deadline.
    e. Status = Pending
    f. Attachments = Add any attachments
    g. Recipient = LRC Chair

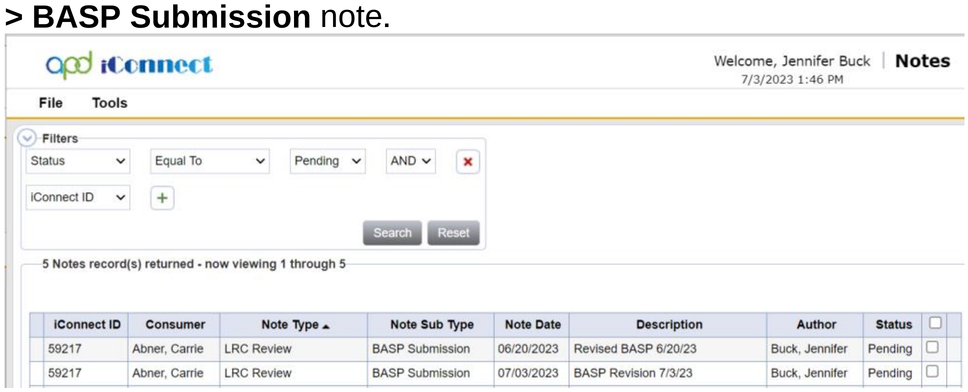


16. From the **File** menu, select **Save and Close Notes**. Skip to the [LRC Preliminary Review](#) section.

Role: Regional Clinical Workstream Worker

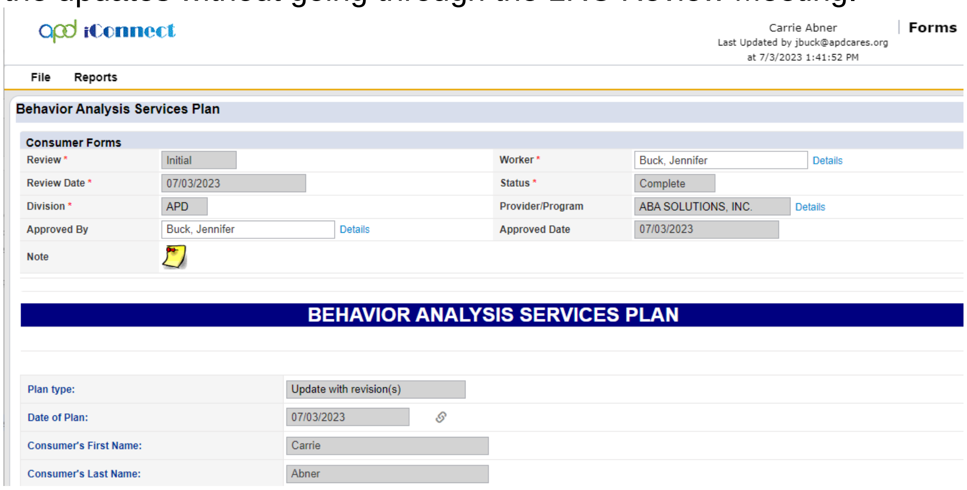
17. The LRC Chair or designee monitors **My Dashboard > Consumers > Notes** > **Pending** for incoming notes that the revised BASP revisions have been submitted.

18. The LRC Chair or designee will review the notes from the behavior analysis service provider by selecting the **LRC Review > BASP Submission** note.

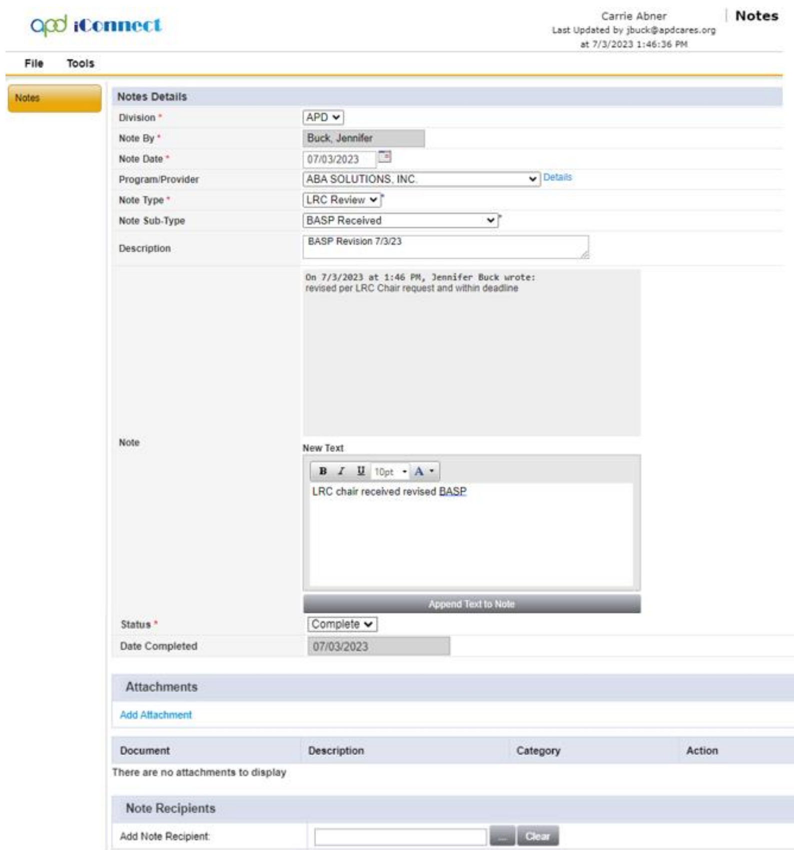


19. The LRC Chair or designee will review the revised BASP form. Navigate to the consumer's record and select the **Forms** tab.

Select the "**Behavior Analysis Services Plan"** form in Complete status. If the revised BASP is submitted before the deadline and was revised sufficiently, the LRC chair will review the updates without going through the LRC Review Meeting.



20. The LRC Chair or designee will notify the behavior analysis service provider the BASP has been received by responding to the existing LRC Review > BASP Submission note. Navigate to the consumers record and select the **Notes** tab. From the list, select the **LRC Review > BASP Submission note** in Pending status. The Note Details page displays. Update the following fields:
    a. Note Type = Remains LRC Review
    b. Note Subtype = Update to BASP Received
    c. Note = add details of review. Select Append Text to Note.
    d. Status = Complete
    e. Recipient = behavior analysis service provider



21. From the **File** menu, select **Save and Close Notes**. Proceed to the LRC Meeting > Approved section.

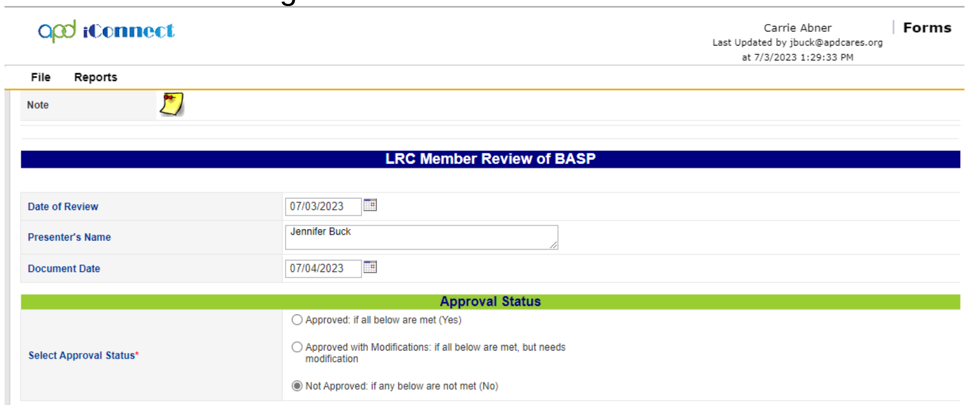
1kiii. Not Approved

The LRC Chair or designee will update the LRC Member Review of BASP form and the LRC Case Review and Approval Form and notify the behavior analysis service provider via a note in APD iConnect. The behavior analysis service provider must update the BASP and resubmit within 14 working days. If the behavior analysis service provider had started services, he/she would have to stop. This plan may not be used until revisions have been submitted and approved. After 14 working days, the behavior analysis service provider would have to restart the BASP submission/completion process.

Role: Regional Clinical Workstream Worker

1. The LRC Chair or designee will update the LRC Member Review of BASP form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the list view, select the **LRC Member Review of BASP** form. The Form Details page displays. Update the following fields:

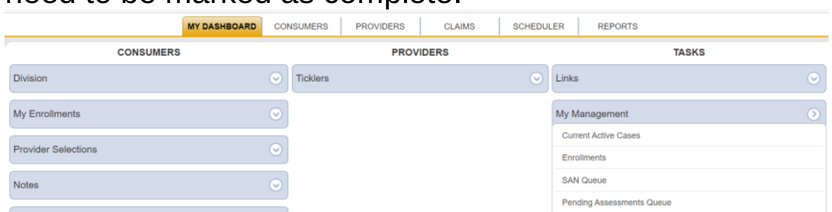
a. Approval Status = Not Approved
b. Status = Pending

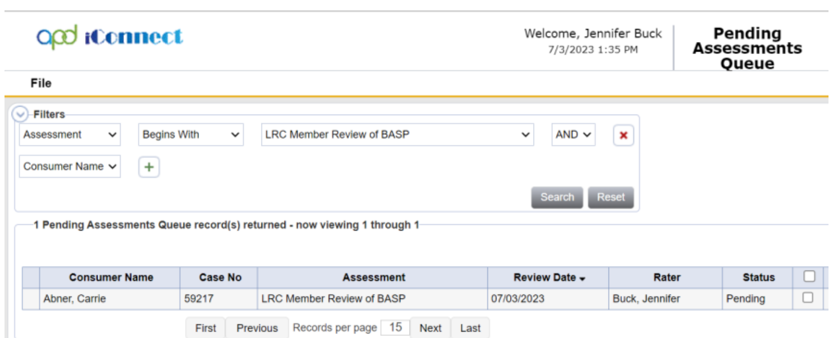


2. From the **File** menu, select **Save and Close Form**.

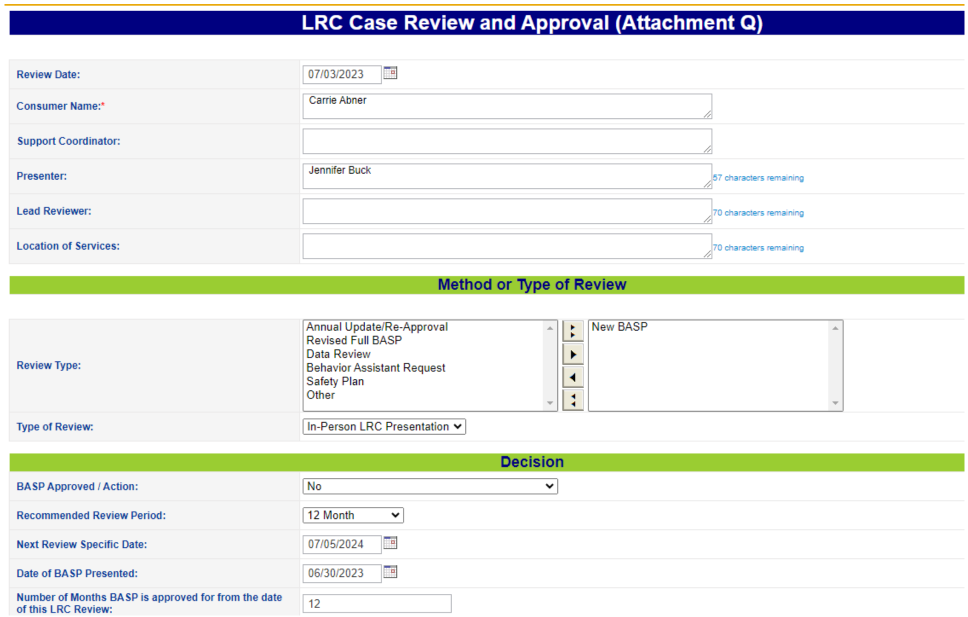
Note

The LRC Chair or designee can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of BASP's that are approved with modifications and awaiting resubmission from the behavior analysis service provider. If Provider never resubmits, use this same queue to identify forms that need to be marked as complete.





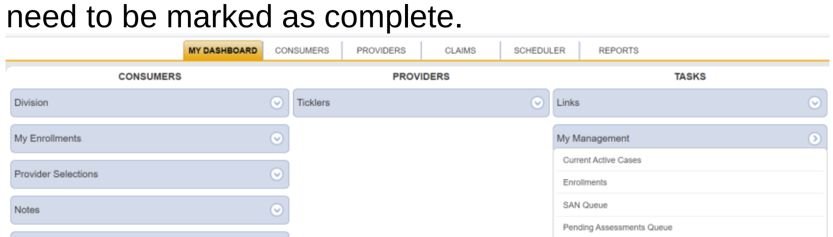
3. The LRC Chair will also update the LRC Case Review and Approval form. Navigate to the consumers record and select the **Forms** tab. From the list view, select the **LRC Case Review and Approval** form. The Form Details page displays. Update the following fields:
   a. Decision section > BASP Approved/Action = No
   b. Status = Pending

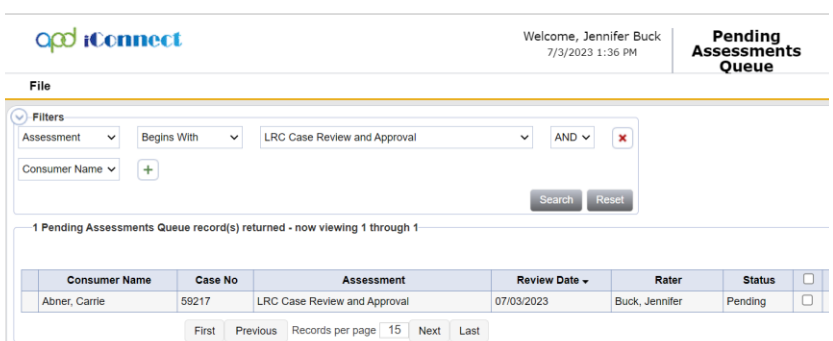


4. From the **File** menu, select **Save and Close Forms**.

Note

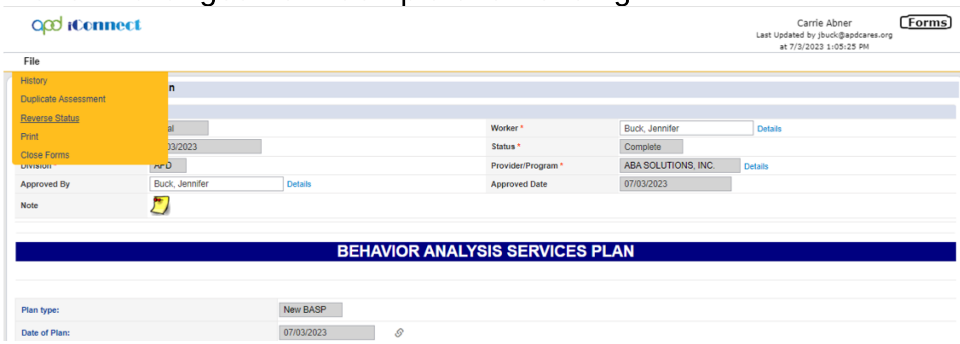
The LRC Chair or designee can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of BASP's that are approved with modifications and awaiting resubmission from the behavior analysis service provider. If Provider never resubmits, use this same queue to identify forms that need to be marked as complete.



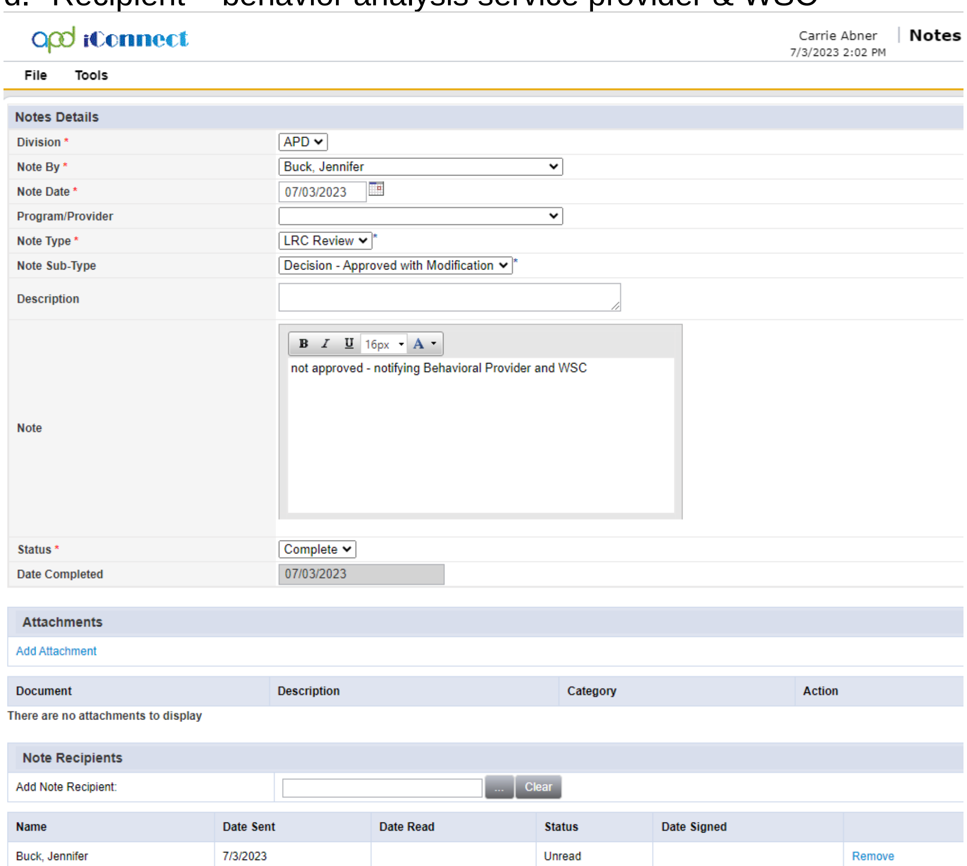


5. The LRC Chair will reverse the status of the BASP so the behavior analysis service provider can make updates. From the consumer's record, navigate to the Forms tab. Select the

completed Behavior Analysis Service Plan form from the list. From the **File** menu, select **Reverse Status**. The status of the form changes from Complete to Pending.



6. The LRC Chair notifies the behavior analysis service provider the BASP was not approved via a note in APD iConnect. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
    a. Note Type = LRC Review
    b. Note Subtype = Decision – Not Approved
    c. Status = Complete
    d. Recipient = behavior analysis service provider & WSC



7. From the **File** menu, select **Save and Close Notes.**

8. The behavior analysis service provider has 14 working days to resubmit.

Role: WSC/CDC

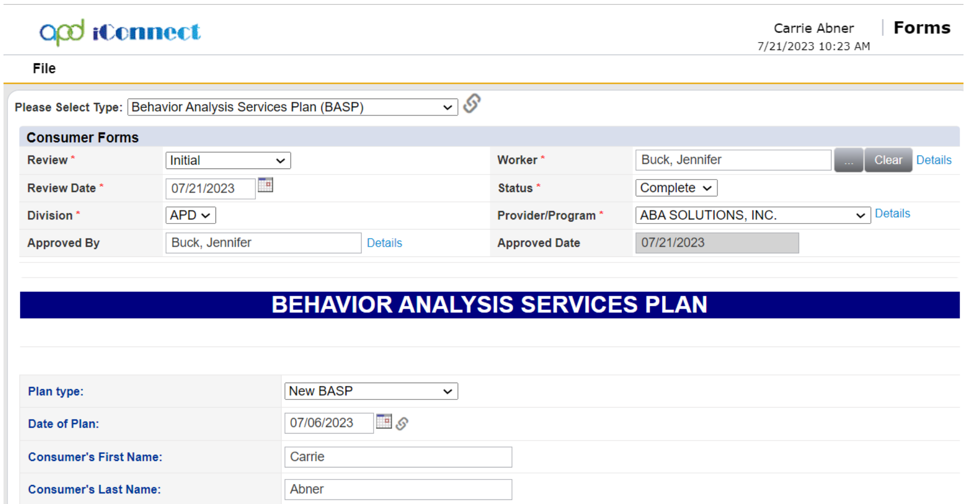
9. The WSC monitors **My Dashboard > Consumers > Notes** > **Complete** for notification the BASP was not approved. This note serves as notification only. The WSC will not proceed with creating more/updating authorizations until the BASP is fully approved.

Role: Service Provider, Service Provider Worker

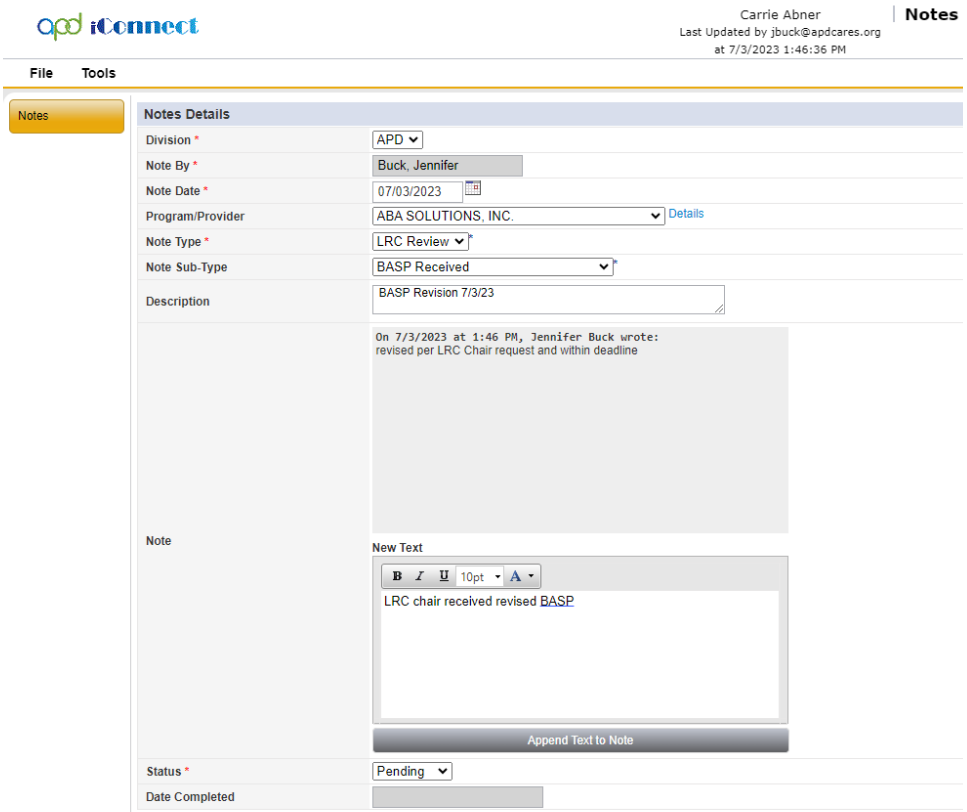
10. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASP was not approved. The behavior analysis service provider will select the **LRC Review > Decision – Not Approved** note from the list view and review the reasons the BASP was not approved in the notes section. In addition, the behavior analysis service provider can review the LRC Member Review of BASP and LRC Case Review and Approval form. The forms are read only for the behavior analysis service provider.

11. The behavior analysis service provider will update the Behavioral Analysis Service Plan (BASP) form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the forms list view, select the **Behavioral Analysis Service Plan** (BASP) form that is in Pending status. Update the following fields:
    a. Per instruction in the LRC Review > Decision – Not Approved note, update any additional questions in the form.
    b. Status = Complete

12. From the **File** menu, select **Save and Close Form**.



13. Once the BASP is revised, the behavior analysis service provider will add a note for the LRC Chair or designee notifying them of the BASP submission. Navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. If the BASP Revision was submitted <u>before</u> the deadline, update the following fields:
    a. Program/Provider = enter the name of the behavior analysis service provider's agency
    b. Note Type = LRC Review
    c. Note Subtype = BASP Submission
    d. Description = BASP Revision mm/dd/yy
    e. Note = Add details of what was revised
    f. Status = Pending
    g. Attachments = Add any attachments
    h. Recipient = LRC Chair



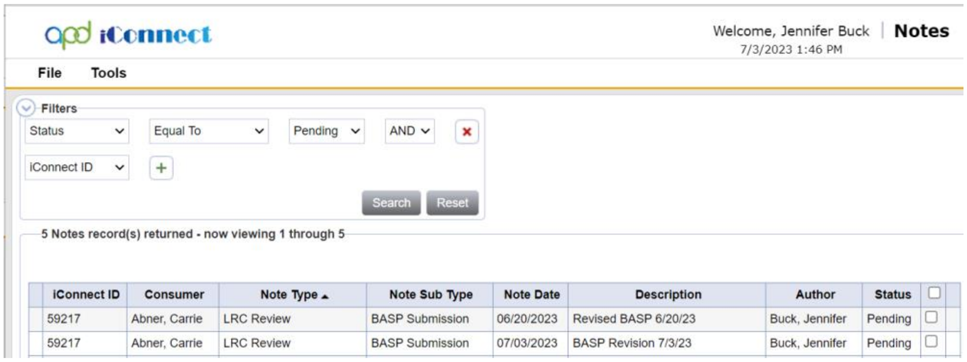
14. From the **File** menu, select **Save and Close Notes**. Skip to Step 16.

15. If the BASP Revision was submitted <u>after</u> the deadline, the LRC Chair or designee will manage this as a new submission. Update the following fields:
    a. Note Type = LRC Review
    b. Note Subtype = BASP Submission
    c. Note = add details that the submission is after the deadline.
    d. Status = Pending
    e. Attachments = Add any attachments
    f. Recipient = LRC Chair

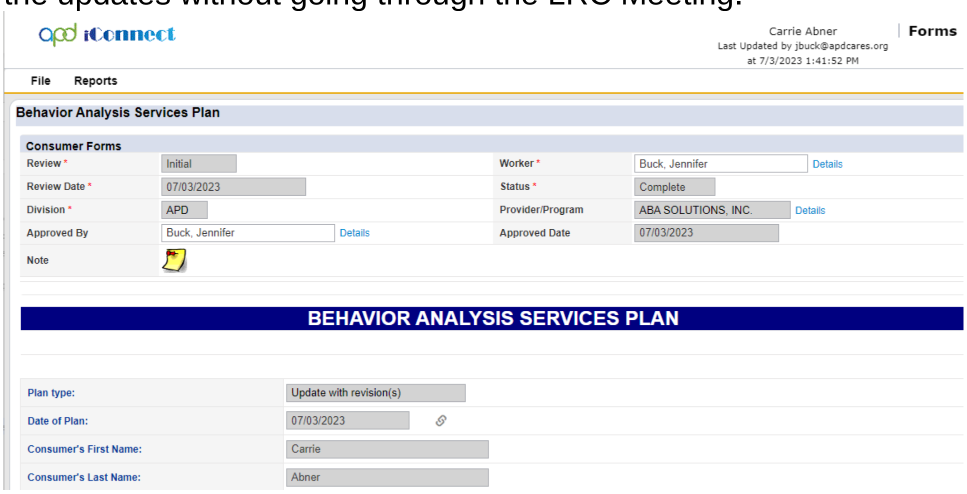
16. From the **File** menu, select **Save and Close Notes**. Skip to the LRC Preliminary Review section.

Role: Regional Clinical Workstream Worker

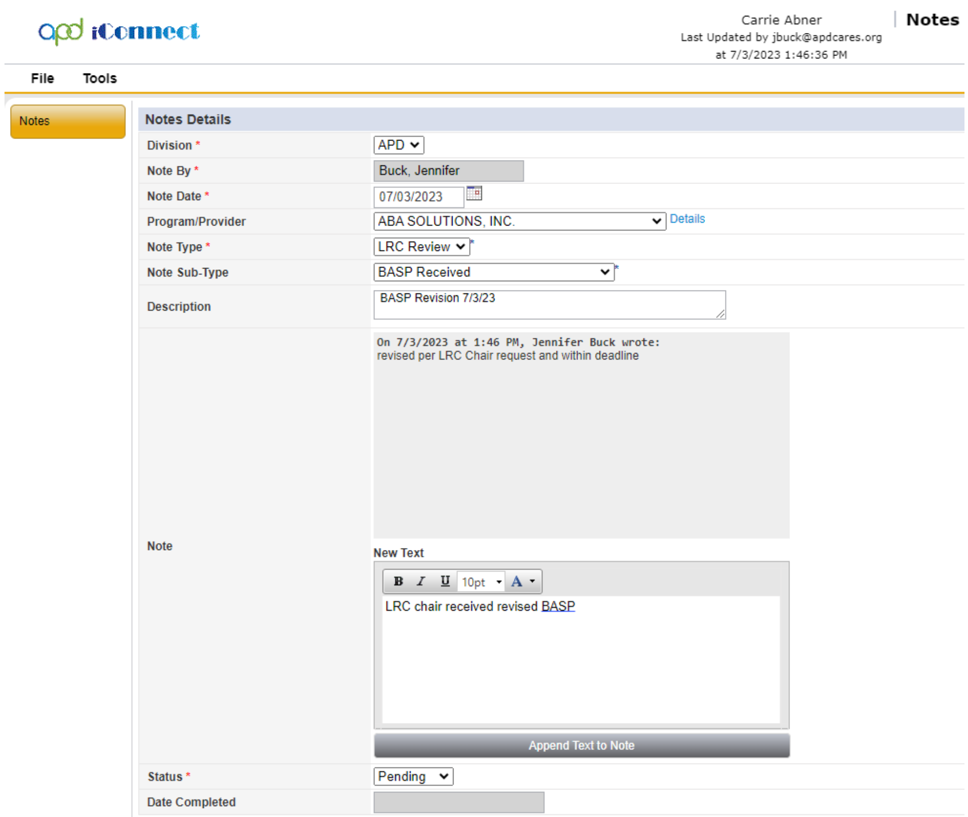
17. The LRC Chair or designee will review the notes from the behavior analysis service provider by selecting the **LRC Review > BASP Submission** note.



18. The LRC Chair or designee will review the revised BASP form. Navigate to the consumer's record and select the Forms tab. Select the "**Behavior Analysis Services Plan"** form in Complete status. If the revised BASP is submitted before the deadline and was revised sufficiently, the LRC chair will review the updates without going through the LRC Meeting.



19. The LRC Chair or designee will notify the behavior analysis service provider the BASP has been received by responding to the existing LRC Review > BASP Submission note. Navigate to the consumers record and select the **Notes** tab. From the list, select the **LRC Review > BASP Submission note** in Pending status. The Note Details page displays. Update the following fields:
    a. Note Type = Remains LRC Review
    b. Note Subtype = Update to BASP Received
    c. Note = add details of review. Select Append Text to Note.
    d. Status = Complete
    e. Recipient = behavior analysis service provider



20. From the **File** menu, select **Save and Close Notes**. Proceed to the LRC Meeting > Approved or LRC Meeting > Approved with Modification section.

2. Service Eligibility Review Process

New consumers who need behavioral services or consumers who currently receive behavioral services must complete the service eligibility review process initially and at least annually as part of the cost plan review process. Some services are reviewed twice a year, or more if needed. During the LRC Meeting the BASE is reviewed as part of the medical necessity review and a clinical review of the BASP is completed.

The Service Eligibility Review process includes the following steps:

1. WSC sends a note to the Region Clinical Workstream Lead in APD iConnect requesting a BASE to be completed.
   NOTE: the BASE cannot be completed until the BASP has been completed by the behavior analysis service provider.
2. The Region Clinical Workstream Lead assigns the BASE to a regional behavioral analyst.
3. The regional behavioral analyst reviews documentation to determine whether service eligibility criteria are supported by submitted documentation.
4. The regional behavioral analyst completes the BASE form.
5. The regional behavioral analyst prints and signs the BASE.
6. The regional behavioral analyst informs WSC and behavior analysis service provider of eligibility via BASE Completed note.
7. If the criteria for eligibility is not met, the WSC works with behavior analysis service provider to update the BASP, provide additional documentation, and resubmit.
8. If there is a reduction in services, the WSC will go through the cost plan review process with the Region Waiver Workstream Lead to adjust the services.

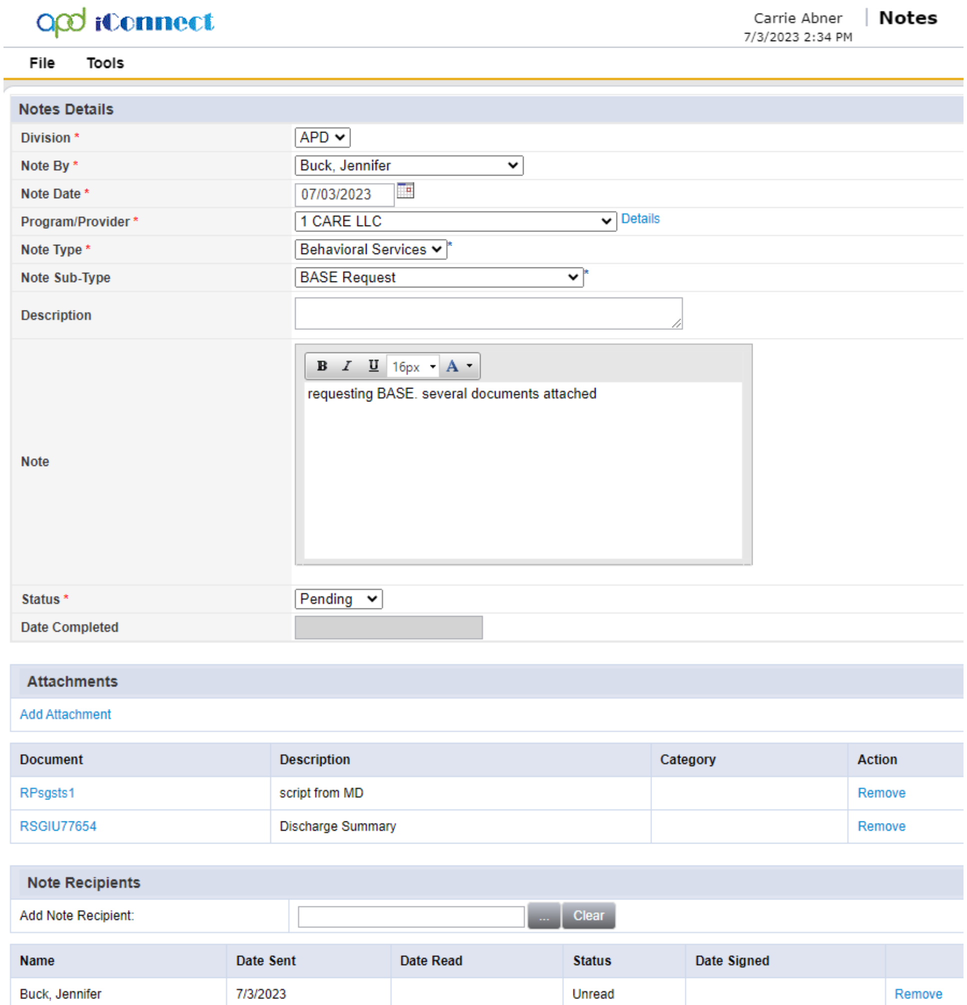
2a. BASE Requested

Role: WSC/CDC

1. Annually, when the cost plan review process begins, the WSC requests a BASE to be completed via a note in APD iConnect. A BASE is also completed during the LRC Meeting process.

2. To request a BASE, navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
   a. Program/Provider = enter the name of the WSC agency
   b. Note Type = Behavioral Services
   c. Note Subtype = BASE Request
   d. Note = list services and units needed, including ratios
   e. Status = Pending

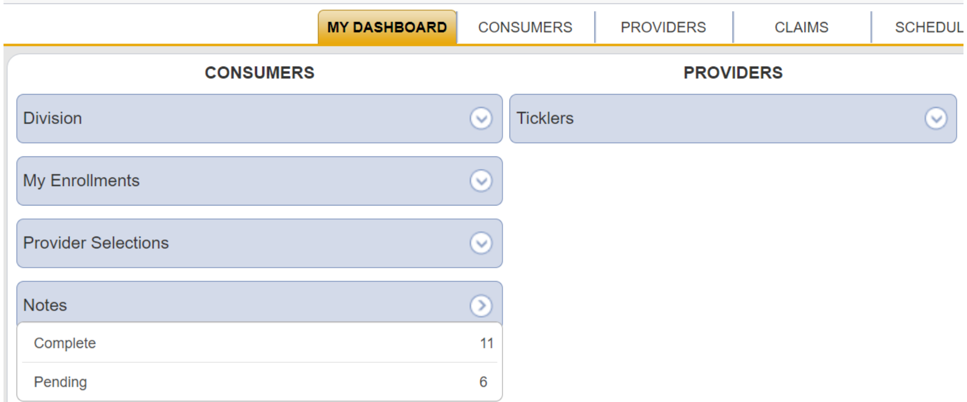
f. Recipient = Region Clinical Workstream Lead
g. Attachments = documentation needed for a medical necessity review. A completed BASP or any available documentation that shows the individual meets eligibility criteria must be on file before proceeding.

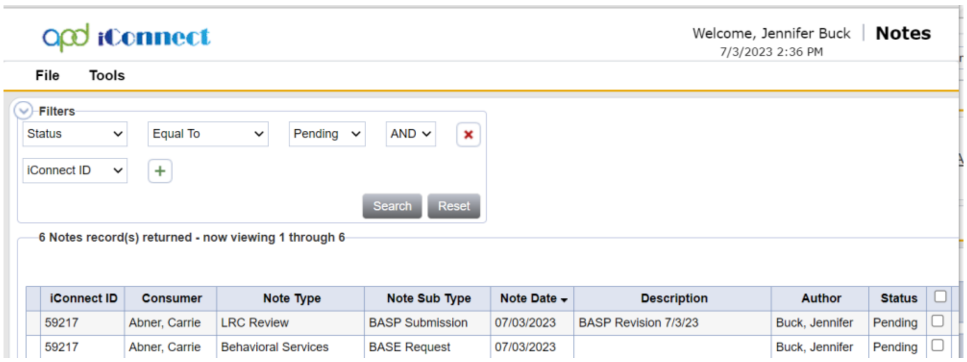


3. From the File menu, select **Save and Close Notes**.

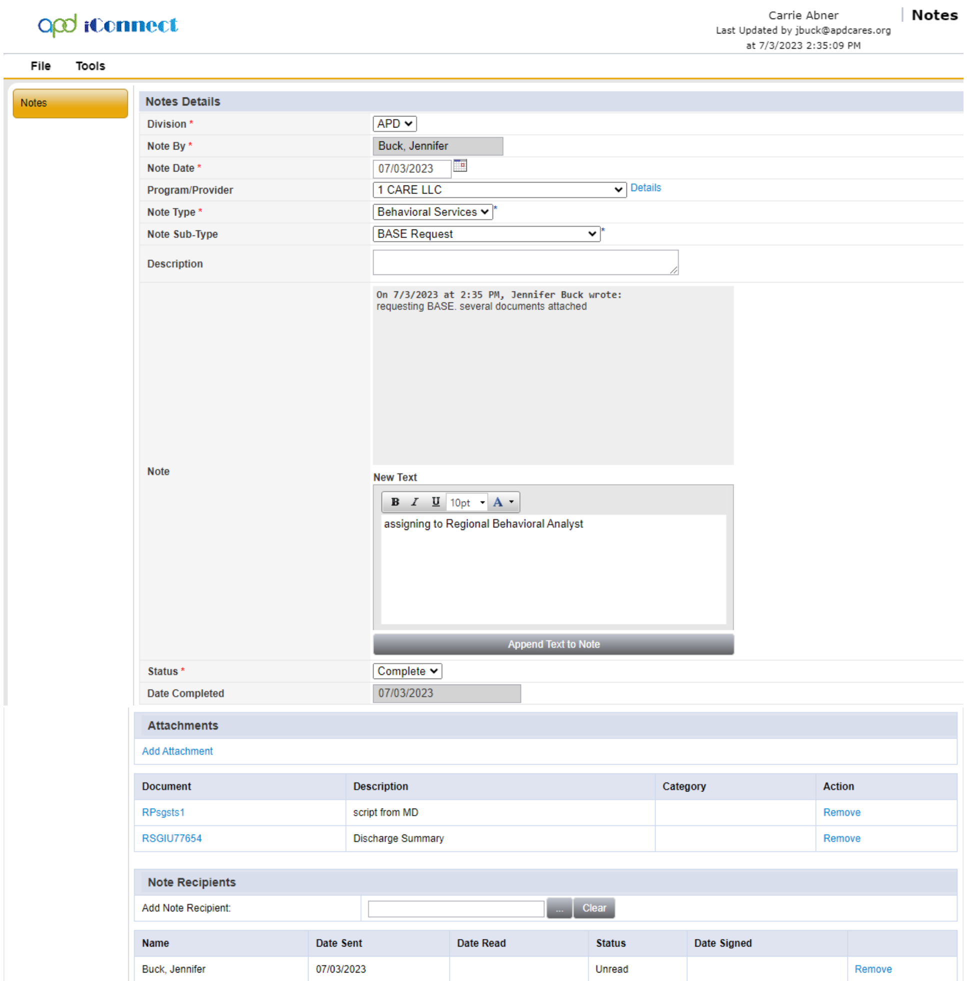
Role: Region Clinical Workstream Lead

2. The Region Clinical Workstream Lead monitors **My Dashboard > Consumers > Notes** > **Pending** for incoming notes as notification to assign the BASE.





3. The Region Clinical Workstream Lead will assign a regional behavioral analyst to complete the BASE and notify him/her through the BASE Request note. Select the **Behavioral Services > BASE Request note**. The Note Details page displays. Update the following fields:
   - **a.** Note = add details about the assignment. Click **Append Text to Note.**
   - b. Recipient = assign the regional behavioral analyst
   - c. Status = Update to Complete

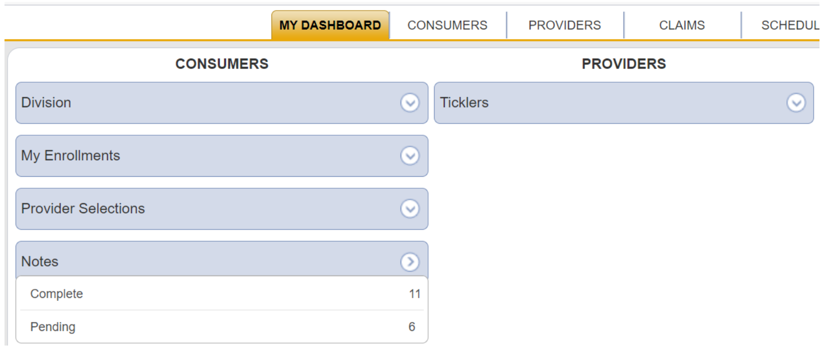


4. From the **File** menu, select **Save and Close Notes**.

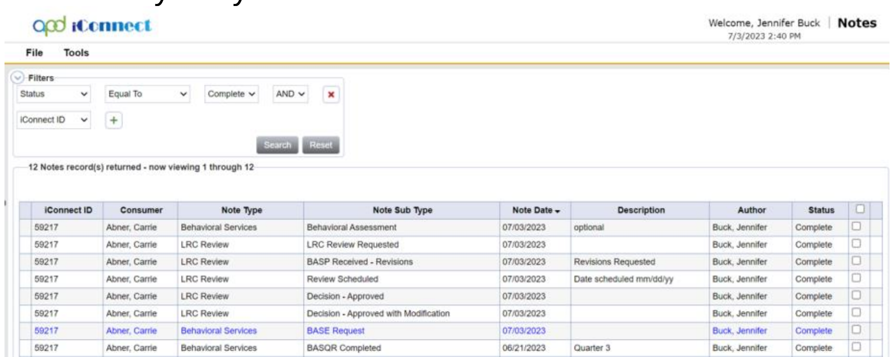
2b. BASE Completed

Role: Region Clinical Workstream Worker

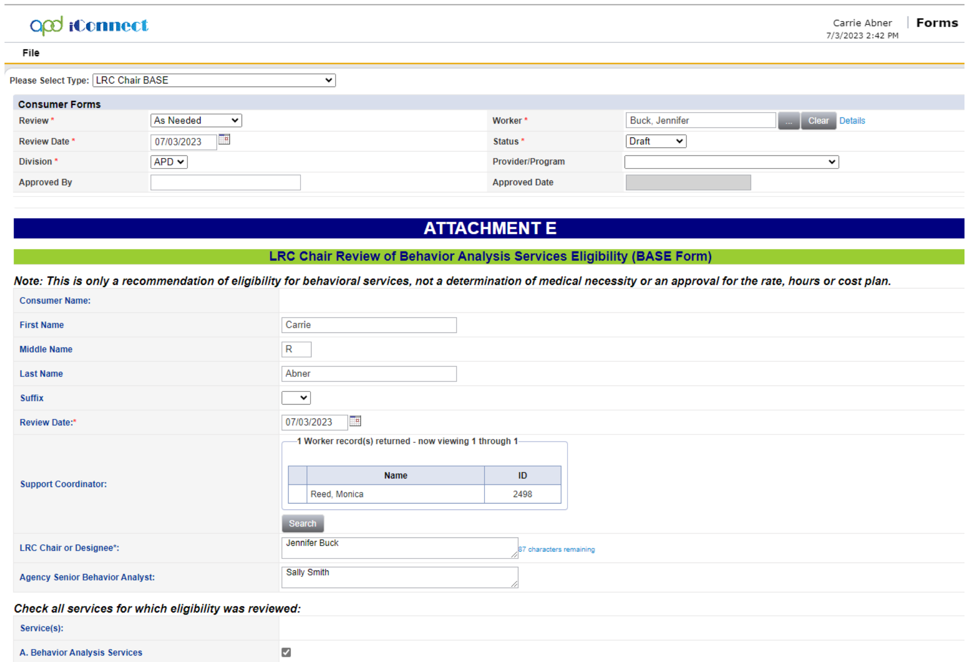
1. The regional behavioral analyst monitors **My Dashboard > Consumers > Notes > Complete** for incoming notes as notification to complete the BASE. Requests to review a revised BASE that initially did not meet criteria for eligibility are also visible in this queue.



2. The regional behavioral analyst will select the **Behavioral Services > BASE Request** note from the list view and review the attached documentation. The BASP form already saved on the consumer's record in iConnect is also reviewed, if available. If this is a new request, and the service is new to the individual, he/she may not yet have a BASP.



3. The regional behavioral analyst will begin the BASE form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select the "**LRC Chair BASE**" form. The Form Details page displays. Update the following fields:
   a. Review = select As Needed
   b. Review Date = defaults to today
   c. Division = defaults to APD
   d. Worker = pre-populated with your name
   e. Provider/Program = leave blank
   f. Status = defaults to Draft. Will be changed to Complete later in the workflow.



4. Complete the remaining questions in the form, saving several times along the way. It may take more than one day to complete this form.

Note

If the recommendation is intensive behavioral Residential Habilitation services, the IB Matrix must also be completed outside of APD iConnect then attached to a note in APD iConnect. This note must be added before the LRC Chair BASE form is saved in Complete status.

1. Select the **Note Icon** at the top of the BASE form**.**
2. The Note Details page displays. Update the following fields:
   a. Cost Plan Review Note = No
   b. Note Type = Behavioral Services
   c. Note Subtype = BASE Completed
   d. Description = IB Matrix
   e. Status = Complete
   f. Attachments = IB Matrix
   g. Recipient = None
3. From the **File** menu, select **Save and Close Notes**. The page refreshes and you are returned to the LRC Chair BASE form

5. Once the review is complete, the Regional Behavioral Analyst will determine if the criteria has met for behavioral services eligibility. Three possible outcomes exist:

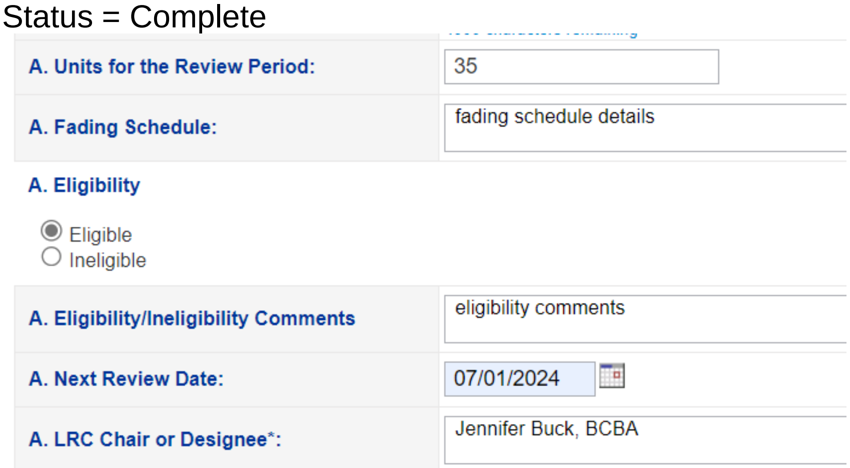
a. [Consumer meets criteria for behavioral services eligibility]
b. [Consumer meets criteria for eligibility with a decrease in services]
c. [Consumer does not meet criteria for eligibility. Additional Documentation Required.]

6. From the **File** menu, select **Save Form**, NOT Save and Close Form.

2bi. Consumer Meets Criteria for Behavioral Services Eligibility

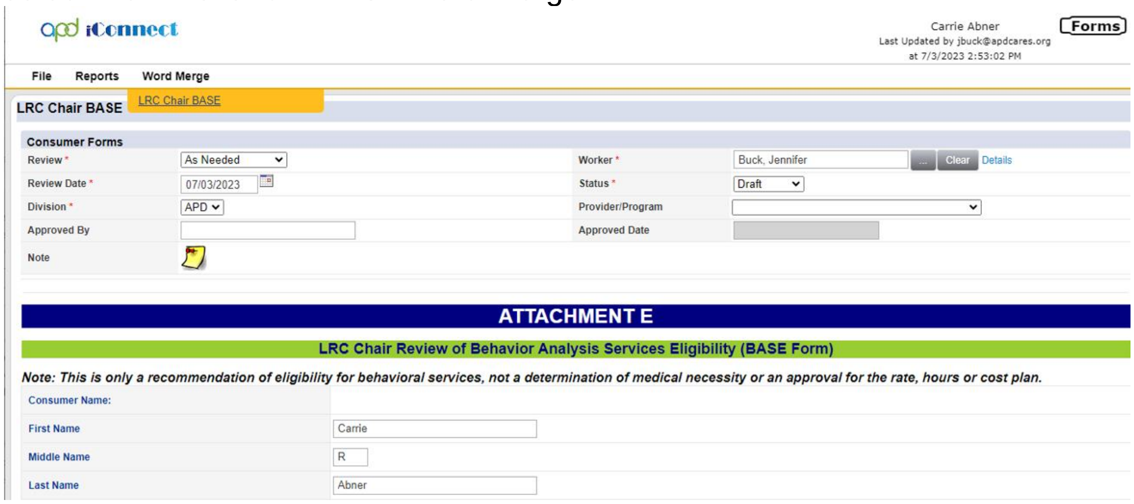
Role: Region Clinical Workstream Worker

1. The regional behavioral analyst will add the recommendation on the BASE form. If the BASE form is not already open, navigate to the consumer's **Forms** tab. Select the **LRC Chair BASE** form from the list. Update the following fields:
    a. Comments/Justification = enter justification for the behavioral services
    b. Units for the Review Period = enter units
    c. Fading Schedule = enter details if applicable
    d. Eligibility = Eligible
    e. Eligibility/Ineligibility Comments = add additional details if needed
    f. Next Review Date = enter date of next review
    g. LRC Chair or Designee = enter the name of the LRC Chair. This serves as the signature.
    h. Status = Complete

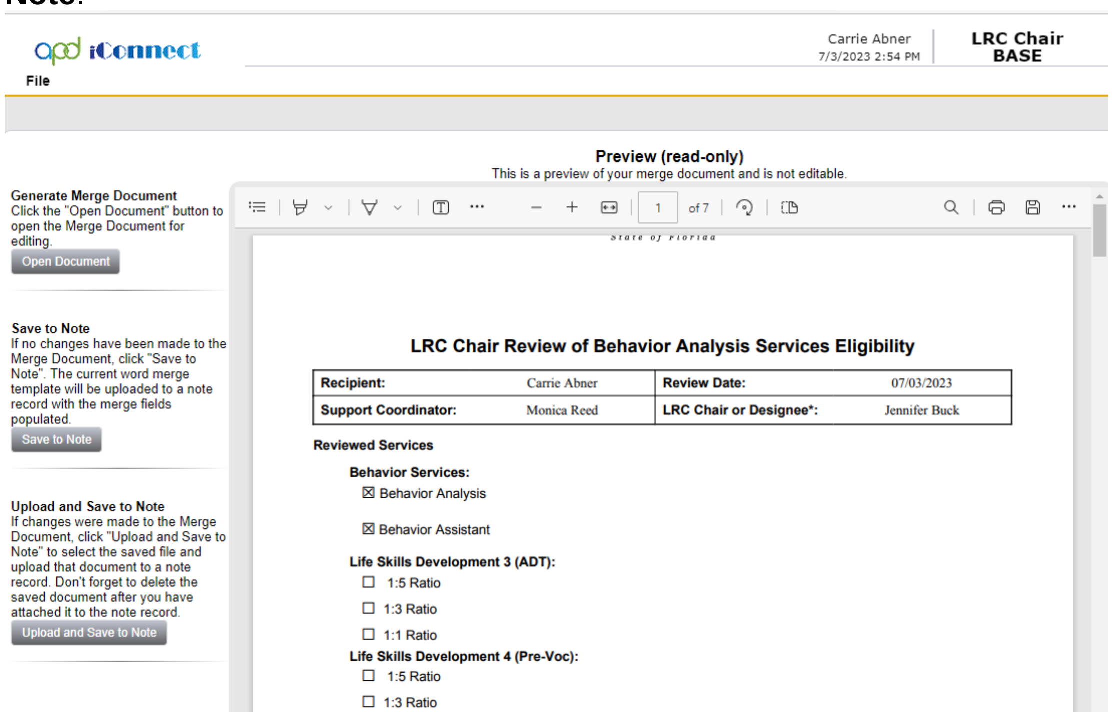


2. From the **File** menu, select **Save Forms,** NOT Save and Close Forms.

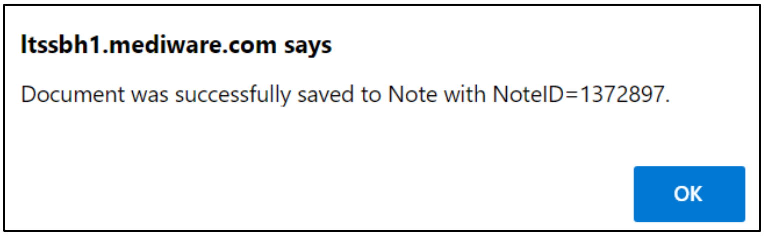
4. From the open BASE form, the regional behavioral analyst will generate the BASE Word Merge. From the **Word Merge** menu, select the **LRC Chair BASE** word merge.



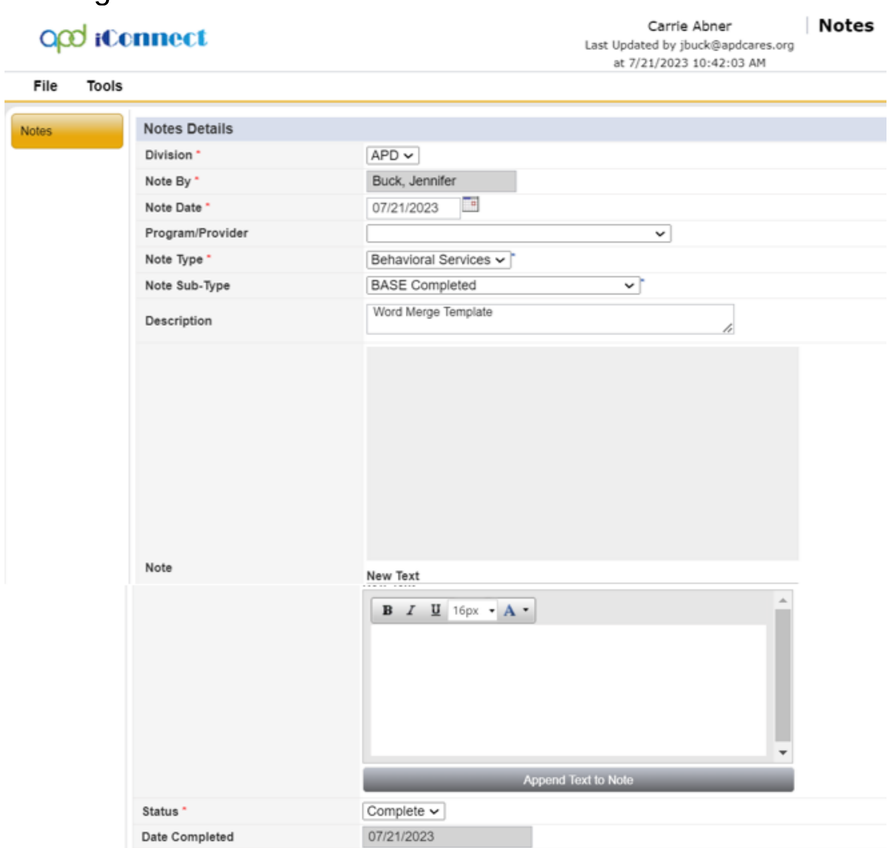
5. The Word Merge preview window displays. Select **Save to Note**.



6. A notification message displays confirming the LRC Chair BASE Word Merge was saved to a note. Click **Okay**.



7. The Note Details page displays. Notify the WSC that the consumer meets criteria for behavioral services eligibility. Update the following fields:
   a. Division = select APD
   b. Note Type = Update to Behavioral Services
   c. Note SubType = BASE Completed
   d. Description = defaults to Word Merge Template. Update if desired.
   e. Note = optional
   f. Status = Complete
   g. Attachment = signed BASE
   h. Recipients = WSC, behavior analysis service provider, Region Clinical Workstream Lead



8. From the **File** menu, select **Save and Close Notes**.

9. For more detailed general Word Merge instruction, see the As Needed: Word Merges section.

Role: WSC/CDC

10. The WSC monitors **My Dashboard > Consumers > Notes** for notification the BASE was completed. The WSC may need to create more authorizations following the current cost plan processes.

Role: Service Provider, Service Provider Worker

11. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes** for notification the BASE was completed as notification only.

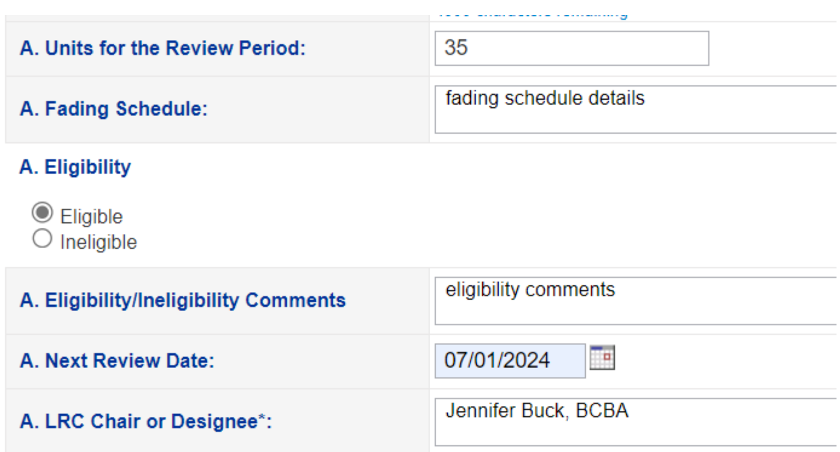
Role: Region Clinical Workstream Lead

12. The Region Clinical Workstream Lead monitors **My Dashboard > Consumers > Notes** for notification the BASE was completed as notification only.

2bii. Consumer Meets Criteria for Eligibility with a Decrease in Services

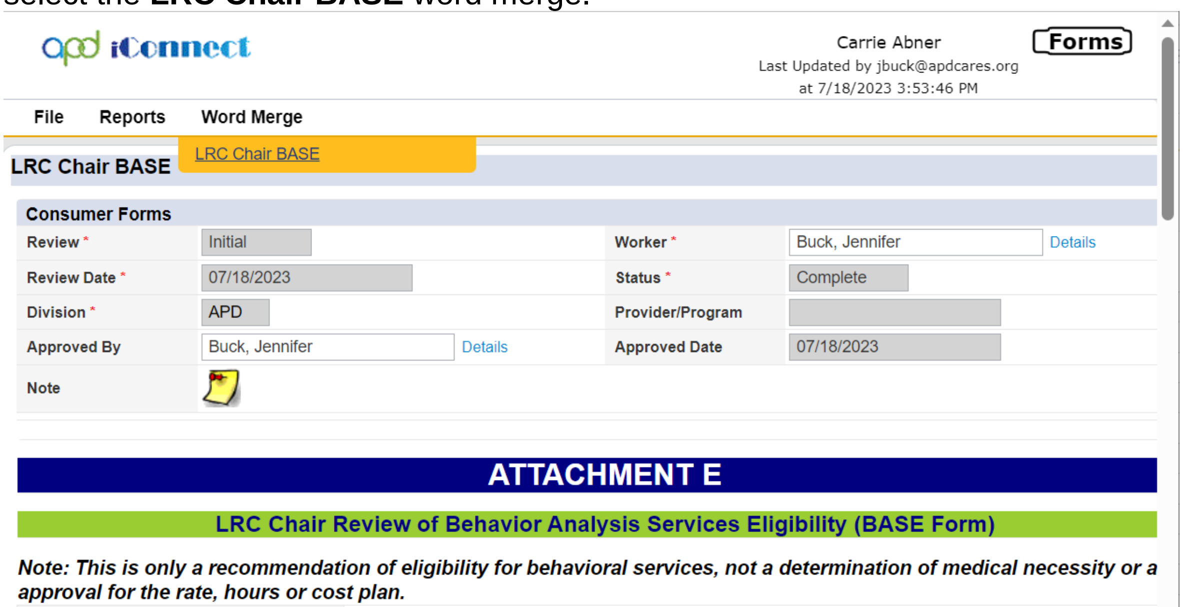
Role: Region Clinical Workstream Worker

1. The regional behavioral analyst will add the recommendation on the BASE form. If the BASE form is not already open, navigate to the consumer's **Forms** tab. Select the **LRC Chair BASE** form from the list. Update the following fields:
    a. Comments/Justification = enter justification for the behavioral services
    b. Units for the Review Period = enter units
    c. Fading Schedule = enter details if applicable
    d. Eligibility = Eligible
    e. Eligibility/Ineligibility Comments = add additional details if needed
    f. Next Review Date = enter date of next review
    g. LRC Chair or Designee = enter the name of the LRC Chair. This serves as the signature.
    h. Status = Update to Complete

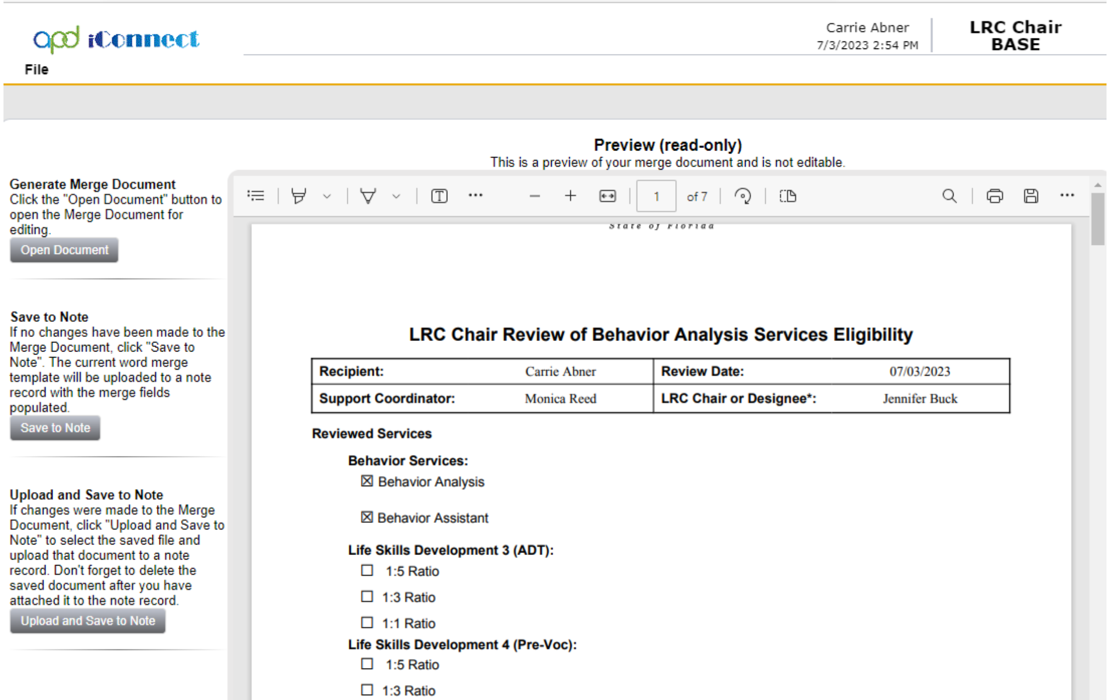


2. From the **File** menu, select **Save Forms,** NOT Save and Close Forms.

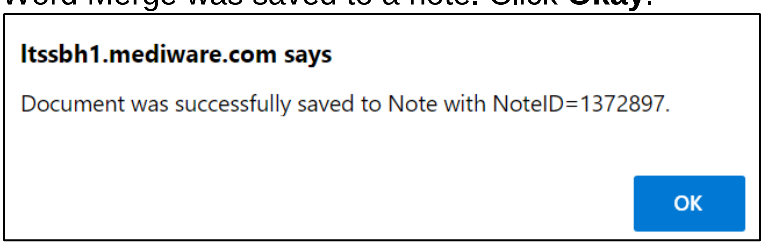
3. From the open BASE form, the regional behavioral analyst will generate the BASE Word Merge. From the **Word Merge** menu, select the **LRC Chair BASE** word merge.



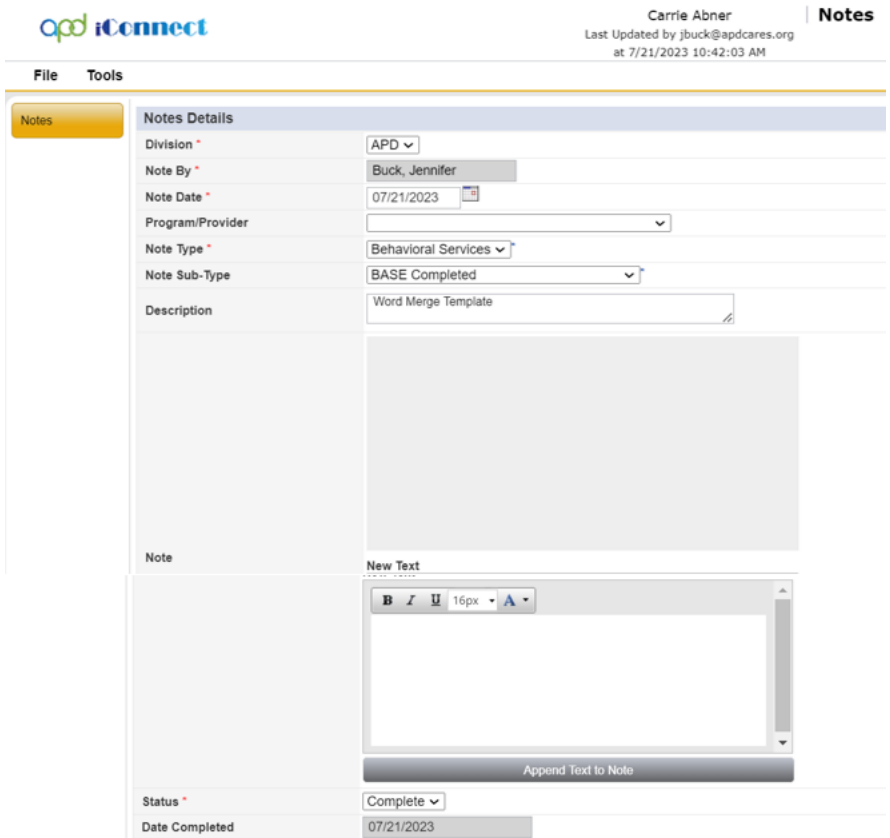
4. The Word Merge preview window displays. Select **Save to Note**.



5. A notification message displays confirming the LRC Chair BASE Word Merge was saved to a note. Click **Okay**.



6. The Note Details page displays. Notify the WSC that the consumer meets criteria for behavioral services eligibility. Update the following fields:
   a. Division = select APD
   b. Note Type = Update to Behavioral Services
   c. Note SubType = BASE Completed
   d. Description = defaults to Word Merge Template. Update if desired.
   e. Note = optional
   f. Status = Complete
   g. Attachment = signed BASE
   h. Recipients = WSC, behavior analysis service provider, Region Waiver Workstream Worker, Region Clinical Workstream Lead

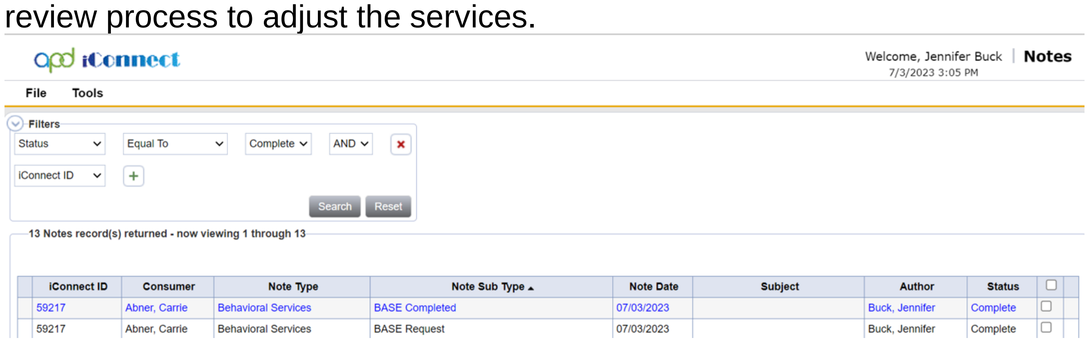


7. From the **File** menu, select **Save and Close Notes**.

8. For more detailed general Word Merge instruction, see the [As Needed: Word Merges] section.

Role: WSC/CDC

9. The WSC monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASE was completed and a decrease in services is needed. The WSC will work with the Region Waiver Workstream Worker to determine how the services will be reduced. The WSC will go through the cost plan review process to adjust the services.



Role: Regional Waiver Workstream Worker

10. The Region Waiver Workstream Worker monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASE was completed, and services will be reduced.

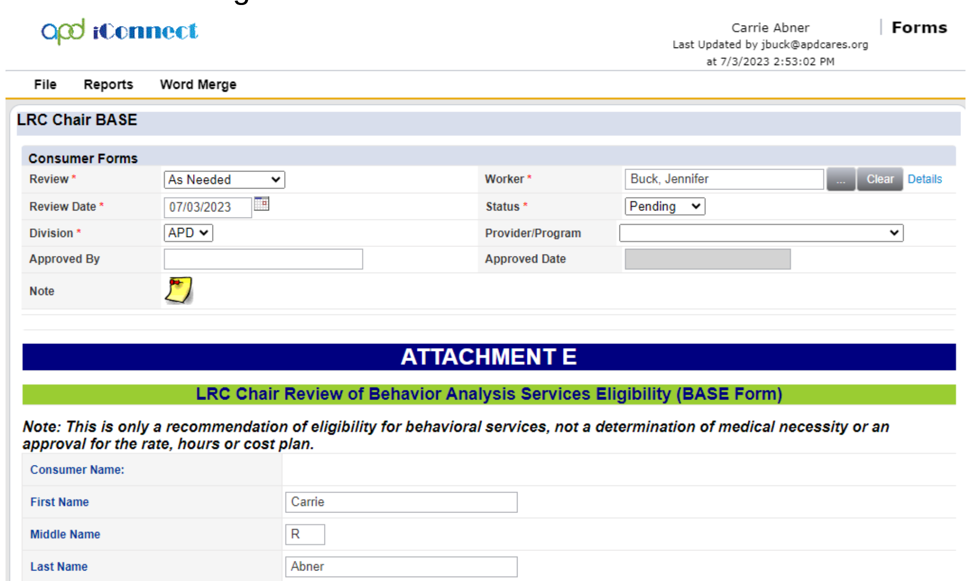
Role: Service Provider

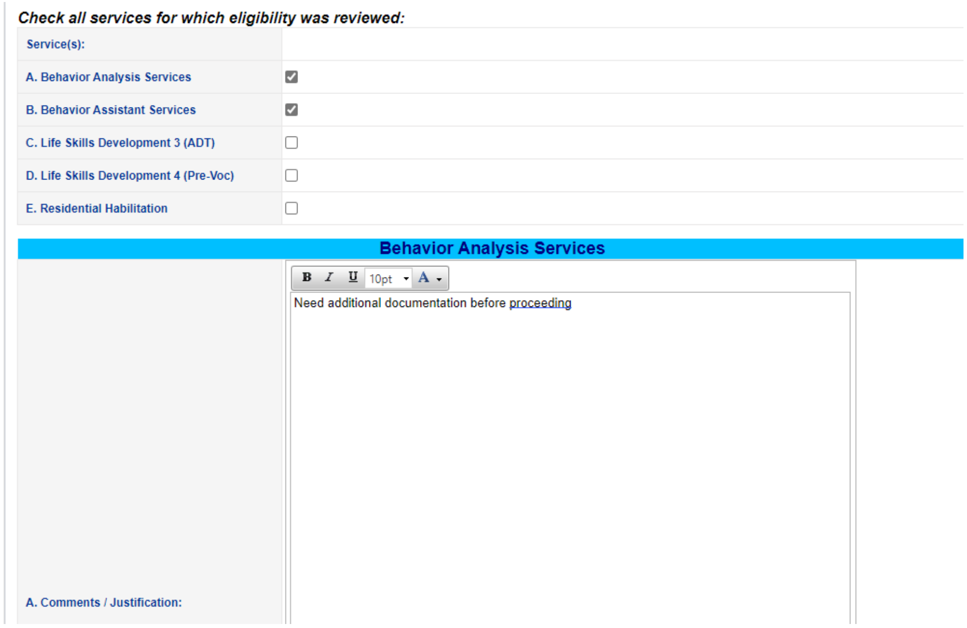
11. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASE was completed with a decrease in services as notification only.

2biii. Consumer Does Not Meet Criteria for Eligibility. Additional Documentation Required.

Role: Region Clinical Workstream Worker

1. The regional behavioral analyst will update the BASE form. If the BASE form is not already open, navigate to the consumer's **Forms** tab. Select the **LRC Chair BASE** form from the list. Update the following fields:
   a. Comments/Justification = enter comments about the missing documentation.
   b. Status = Pending





2. From the **File** menu, select **Save Forms**.

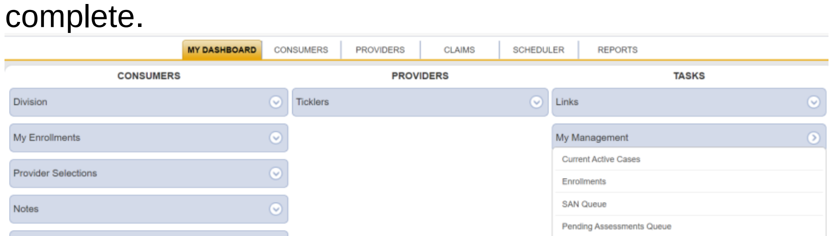
Note

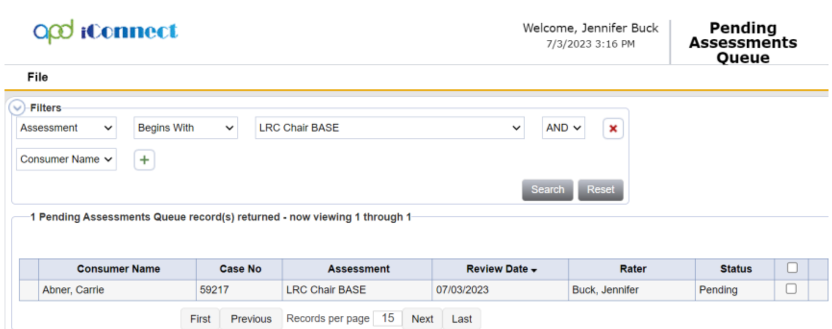
The regional behavioral analyst can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of BASE forms that are pending additional documentation.

Filter by Filter by Assessment = LRC Chair BASE

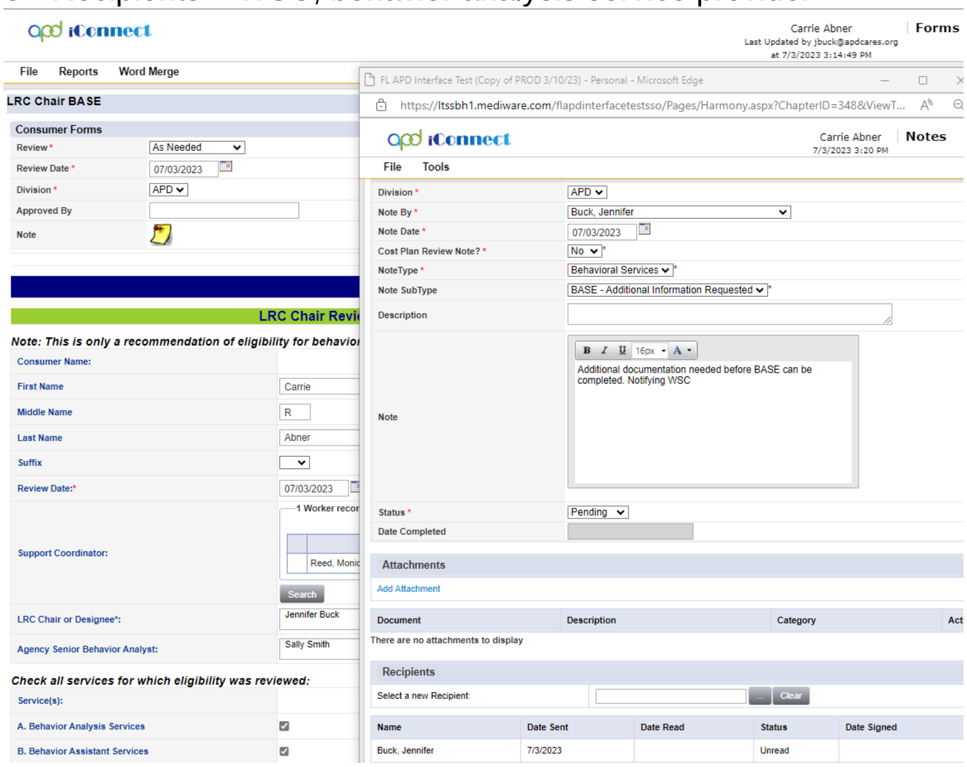
Status = Pending.

If additional documentation is never received, the regional behavioral analyst can use this queue to identify BASE forms that need to be closed and marked as complete.





3. Notify the WSC that additional documentation is needed via a note in APD iConnect. This can be completed from the Note icon on the open BASE form. Select the **Note icon** at the top of the BASE form. The Note Details page displays. Update the following fields:
    a. Cost Plan Review Note = No
    b. Note Type = Behavioral Services
    c. Note SubType = BASE – Additional Information Requested
    d. Status = Pending
    e. Recipients = WSC, behavior analysis service provider.

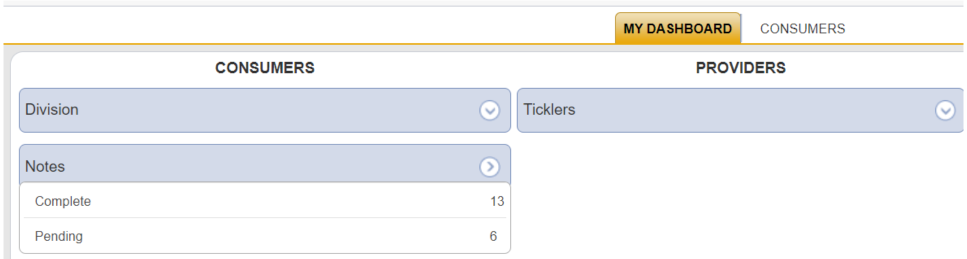


4. From the **File** menu, select **Save and Close Notes**. The page refreshes and you are returned to the BASE form.

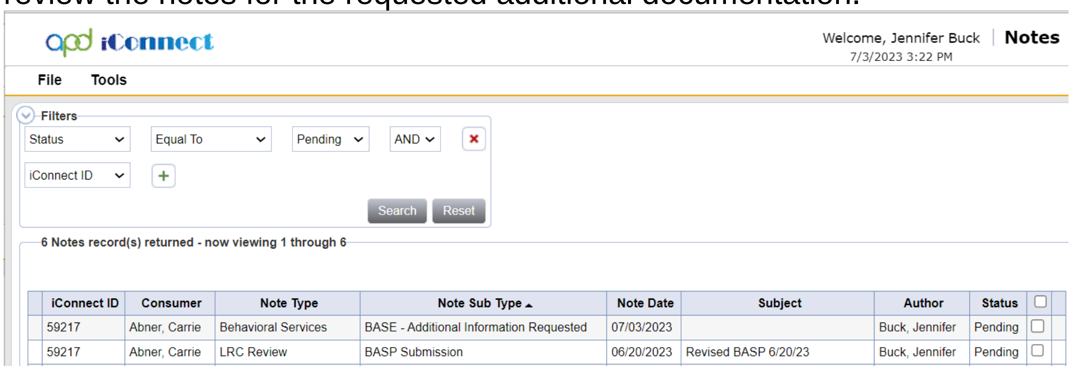
5. From the **File** menu, select **Save and Close Form**.

Role: WSC/CDC

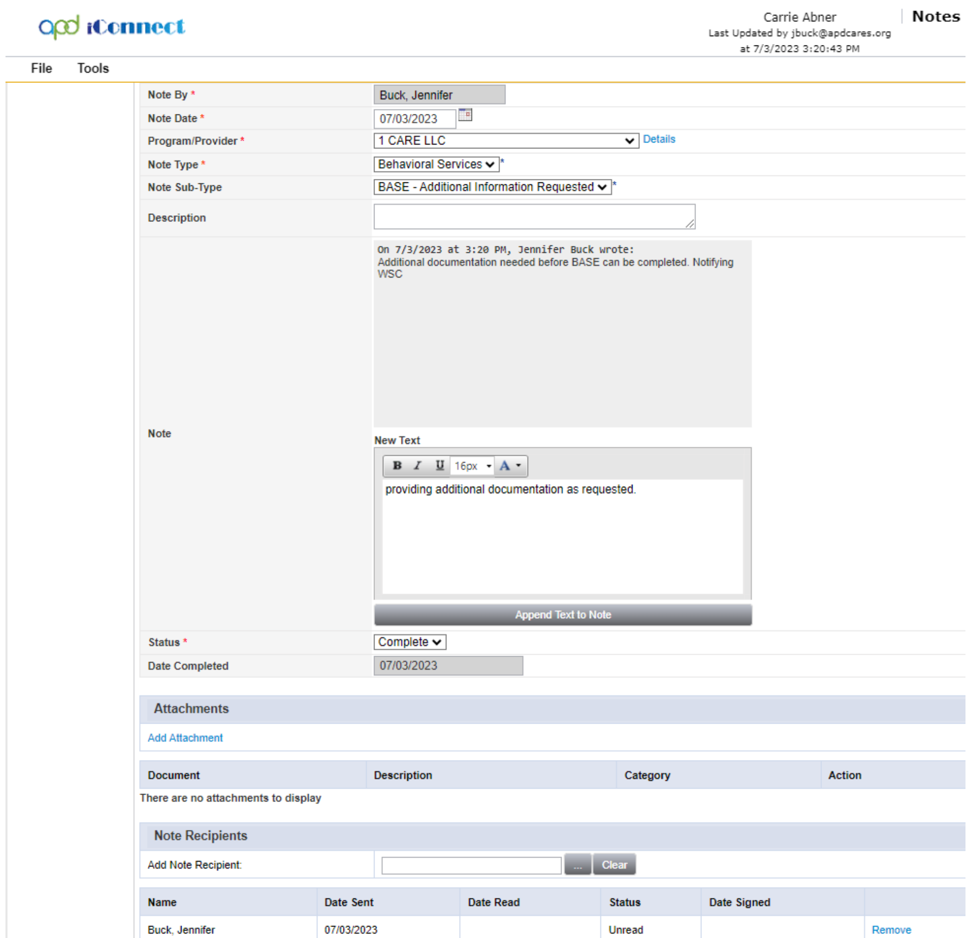
6. The WSC monitors **My Dashboard > Consumers > Notes > Pending** for notification the consumer did not meet criteria for eligibility and additional documentation is needed.



7. The WSC will select the **Behavioral Services > BASE – Additional Information Requested** note from the list view and review the notes for the requested additional documentation.



8. The WSC will obtain additional documentation from behavior analysis service provider within 30 days and attach to the existing Behavioral Services > BASE – Additional Information Requested note. Navigate to the consumer **Notes** tab. Select the **Behavioral Services > BASE – Additional Information Requested** note in Pending status. The Note Details page displays. Update the following fields:
   a. Program/Provider = enter the name of the WSC's agency
   b. Notes = list the additional documentation that has been attached.
   c. Status = Complete
   d. Attachments = additional documentation demonstrating how the individual meets eligibility criteria
   e. Recipients = regional behavioral analyst



9. From the **File** menu, select **Save and Close Notes**. Proceed to the BASE Completed section.

Role: Service Provider, Service Provider Worker

10. In addition, the behavior analysis service provider monitors **My Dashboard > Consumers > Notes** for notification the consumer did not meet criteria for eligibility and additional documentation is needed. The WSC will reach out for follow up.

3. Increase in Behavioral Services

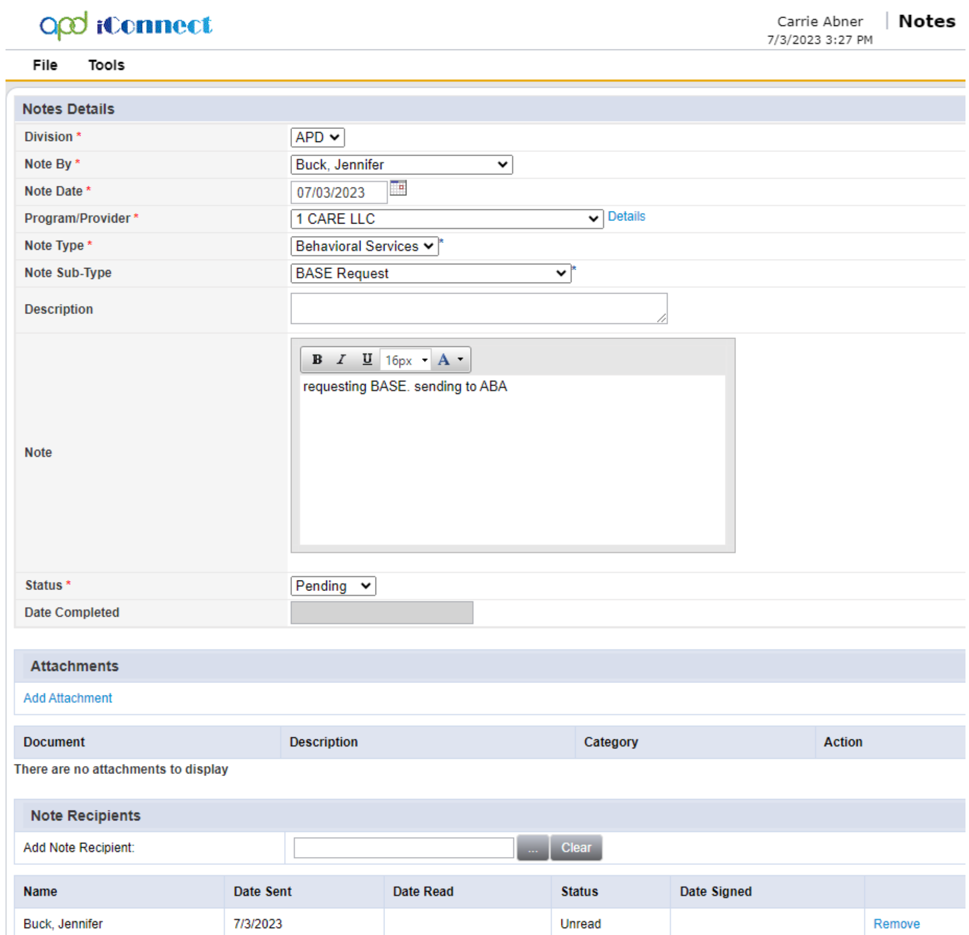
When the need for an increase in behavioral services is identified, the WSC begins the process by submitting the request for a new BASE. The increase in behavioral services process includes the following steps:

1. WSC sends a note to the Region Clinical Workstream Lead in APD iConnect requesting a BASE to be completed.
   NOTE: the BASE can be completed without a completed BASP only if there is other documentation present that shows how the individual is eligible. The BASP and/or documentation must be within the past 12 months.
2. The Region Clinical Workstream Lead will assign a regional behavioral analyst to complete the BASE.
3. The regional clinical workstream worker reviews documentation to determine whether service eligibility criteria are supported by the submitted documentation.
4. The regional behavioral analyst completes the BASE form.
5. The regional behavioral analyst informs WSC and behavior analysis service provider of eligibility via BASE request note.
6. If not eligible, the WSC works with behavior analysis service provider to update the BASP and/or submit additional documentation and resubmit.

3a. BASE Requested

Role: WSC/CDC

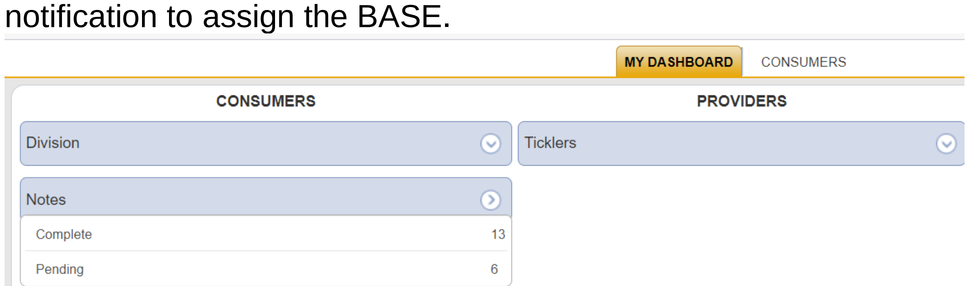
1. When an increase in behavioral services is identified, the WSC will request a BASE to be completed. To request a BASE, navigate to the consumers record and select the **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
   a. Program/Provider = enter the name of the WSCs agency
   b. Note Type = Behavioral Services
   c. Note Subtype = BASE Request
   d. Notes = list services and units needed, including ratios
   e. Status = Pending
   f. Recipient = Region Clinical Workstream Lead
   g. Attachments = documentation needed for a med necessity review. A completed BASP or any available documentation that shows the individual meets eligibility criteria must be on file before proceeding.

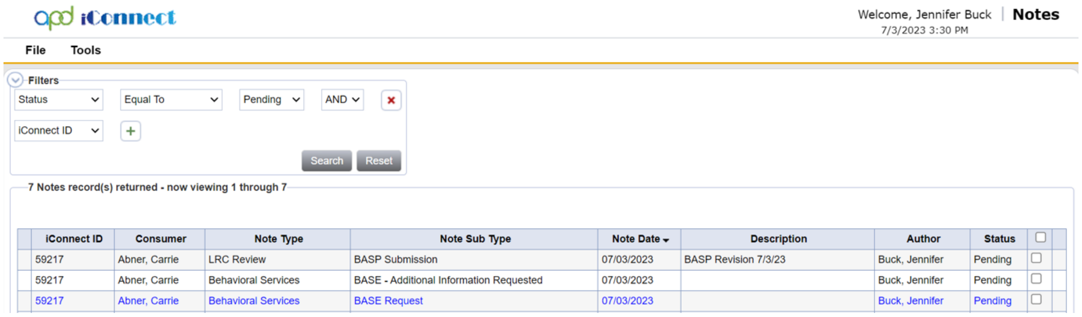


2. From the **File** menu, select **Save and Close Notes**.

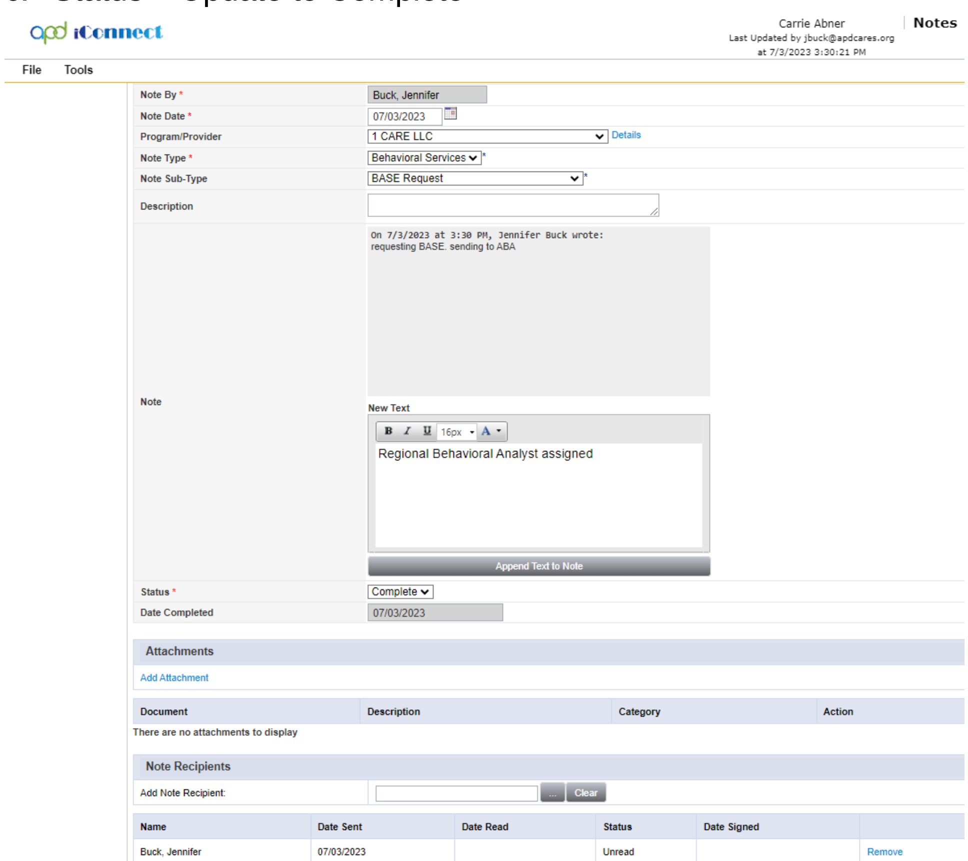
Role: Region Clinical Workstream Lead

3. The Region Clinical Workstream Lead monitors **My Dashboard > Consumers > Notes** > **Pending** for incoming notes as notification to assign the BASE.





4. The Region Clinical Workstream Lead will assign a regional behavioral analyst to complete the BASE and notify him/her through the BASE Request note. Select the **Behavioral Services > BASE Request note**. The Note Details page displays. Update the following fields:
    a. Note = add details about the assignment. Select Append Text to Note.
    b. Recipient = assign the regional behavioral analyst
    c. Status = Update to Complete

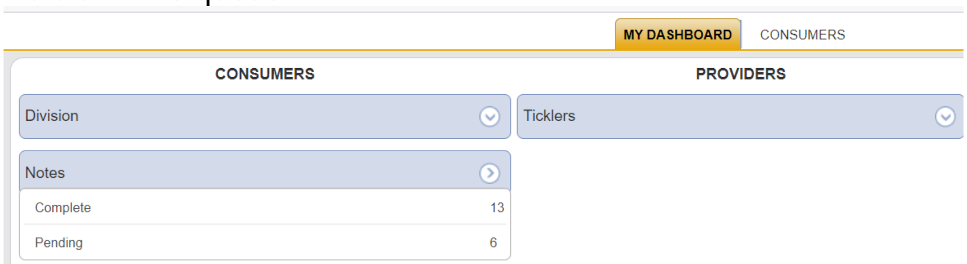


5. From the **File** menu, select **Save and Close Notes**.

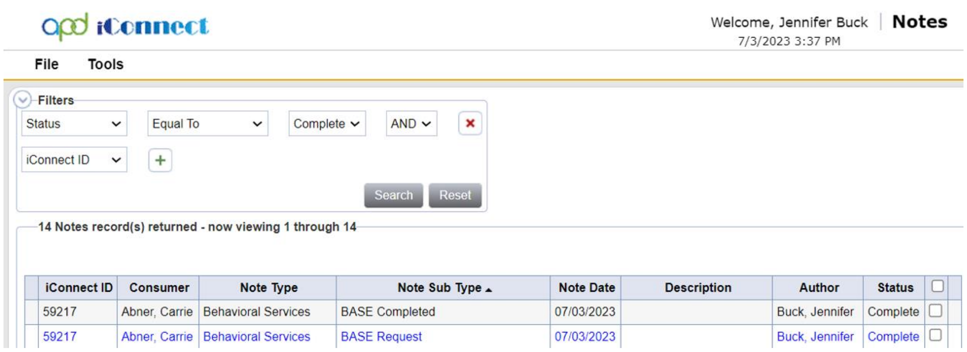
3b. BASE Completed

Role: Region Clinical Workstream Worker

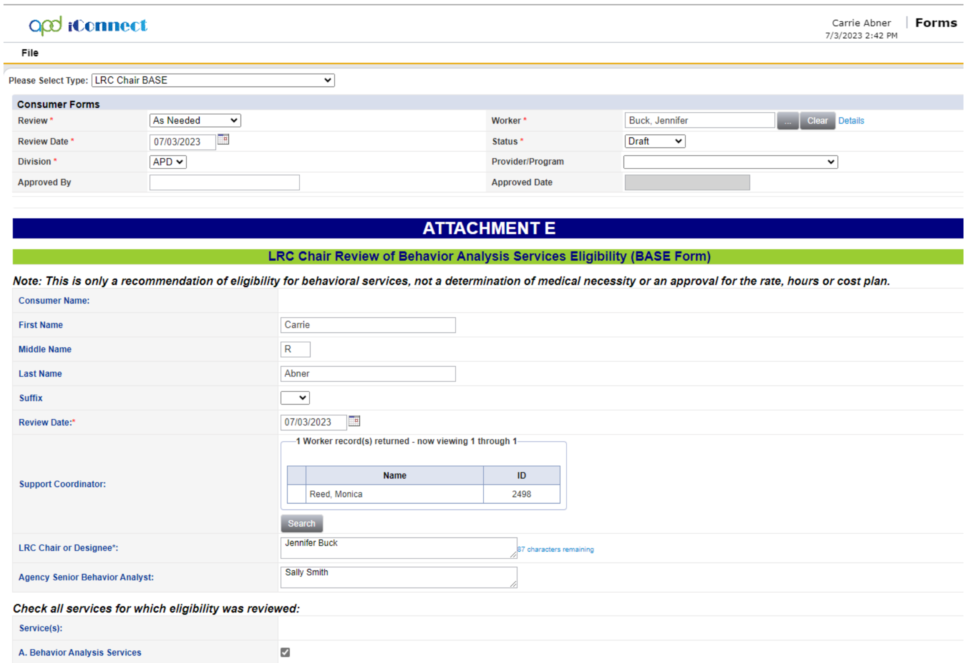
1. The regional behavioral analyst monitors **My Dashboard > Consumers > Notes > Complete** for incoming notes as notification to complete the BASE. Requests to review a revised BASE that initially did not meet criteria for eligibility are also visible in this queue.



2. The regional behavioral analyst will select the **Behavioral Services > BASE Request** note from the list view and review the attached documentation. In addition, the regional behavioral analyst will review the BASP form already saved on the consumer's record in iConnect.



3. The regional behavioral analyst will begin the BASE form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select the "**LRC Chair BASE**" form. The Form Details page displays. Update the following fields:
   a. Review = select As Needed
   b. Review Date = defaults to today
   c. Division = defaults to APD
   d. Worker = pre-populated with your name
   e. Provider/Program = leave blank
   f. Status = defaults to Draft. Will be changed to Complete later in the workflow.



apd iConnect

Carrie Abner 7/3/2023 2:42 PM | Forms

File

Please Select Type: LRC Chair BASE

Consumer Forms

Review *	As Needed	Worker *	Buck, Jennifer ... Clear Details
Review Date *	07/03/2023	Status *	Draft
Division *	APD	Provider/Program	
Approved By		Approved Date	

ATTACHMENT E

LRC Chair Review of Behavior Analysis Services Eligibility (BASE Form)

Note: This is only a recommendation of eligibility for behavioral services, not a determination of medical necessity or an approval for the rate, hours or cost plan.

Consumer Name:	
First Name	Carrie
Middle Name	R
Last Name	Abner
Suffix	
Review Date:*	07/03/2023
Support Coordinator:	1 Worker record(s) returned - now viewing 1 through 1 Name: Reed, Monica — ID: 2498 Search
LRC Chair or Designee*:	Jennifer Buck (87 characters remaining)
Agency Senior Behavior Analyst:	Sally Smith

Check all services for which eligibility was reviewed:

Service(s):	
A. Behavior Analysis Services	☑

4. Complete the remaining questions in the form, saving several times along the way. It may take more than one day to complete this form.

Note

If the recommendation is intensive behavioral Residential Habilitation services, the IB Matrix must also be completed outside of APD iConnect then attached to a note in APD iConnect. This note must be added before the LRC Chair BASE form is saved in Complete status.

1. Select the **Note Icon** at the top of the BASE form**.**
2. The Note Details page displays. Update the following fields:
   a. Cost Plan Review Note = No
   b. Note Type = Behavioral Services
   c. Note Subtype = BASE Completed
   d. Description = IB Matrix
   e. Status = Complete
   f. Attachments = IB Matrix
   g. Recipient = None
3. From the **File** menu, select **Save and Close Notes**. The page refreshes and you are returned to the LRC Chair BASE form

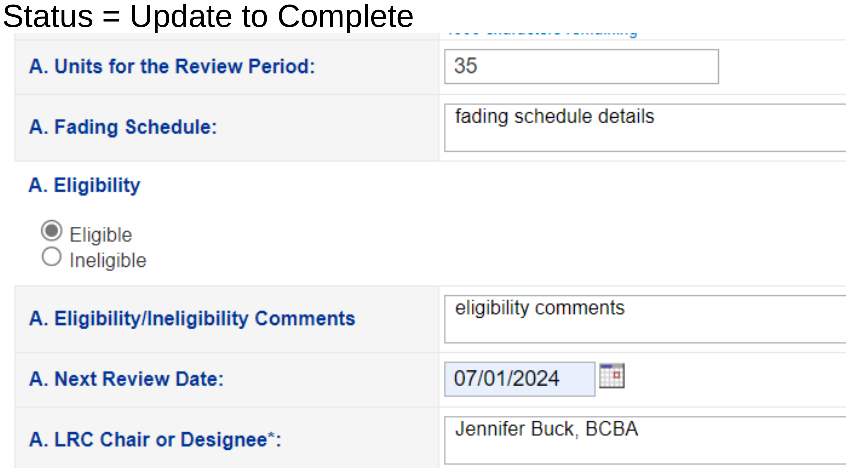
5. Once the review is complete, the regional behavioral analyst will determine if the criteria has met for behavioral services eligibility. Two possible outcomes exist:
   1. Consumer meets criteria for behavioral services increase

2. [Consumer does not meet criteria for behavioral services increase.](#)
3. [Consumer meets criteria for eligibility with a decrease in services](#).

3bi. Consumer Meets Criteria for Behavioral Services Increase

Role: Region Clinical Workstream Worker

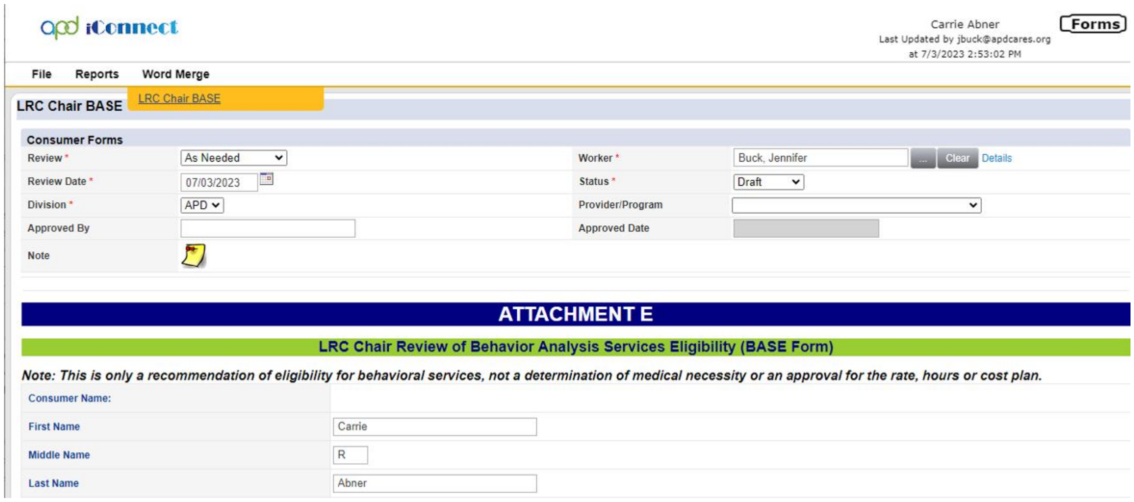
1. The regional behavioral analyst will add the recommendation on the BASE form. If the BASE form is not already open, navigate to the consumer's **Forms** tab. Select the **LRC Chair BASE** form from the list. Update the following fields:
    a. Comments/Justification = enter justification for the behavioral services
    b. Units for the Review Period = enter units
    c. Fading Schedule = enter details if applicable
    d. Eligibility = Eligible
    e. Eligibility/Ineligibility Comments = add additional details if needed
    f. Next Review Date = enter date of next review
    g. LRC Chair or Designee = enter the name of the LRC Chair. This serves as the signature.
    h. Status = Update to Complete



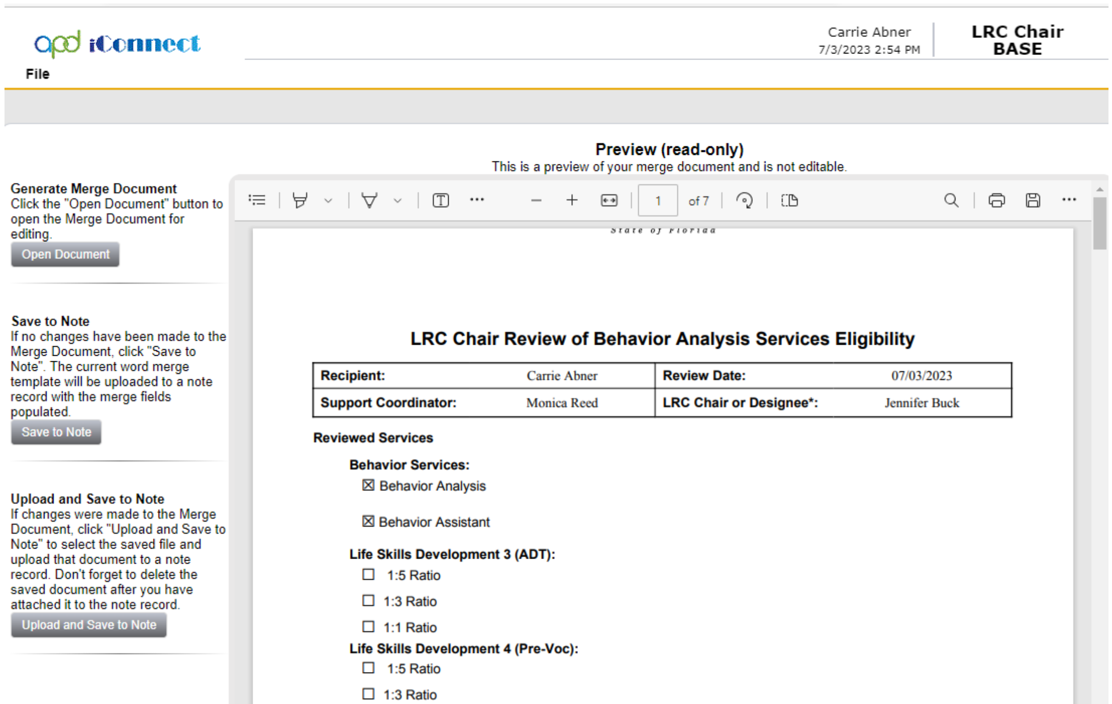
A. Units for the Review Period:	35
A. Fading Schedule:	fading schedule details
A. Eligibility	
◉ Eligible ○ Ineligible	
A. Eligibility/Ineligibility Comments	eligibility comments
A. Next Review Date:	07/01/2024
A. LRC Chair or Designee*:	Jennifer Buck, BCBA

2. From the **File** menu, select **Save Forms,** NOT Save and Close Forms.

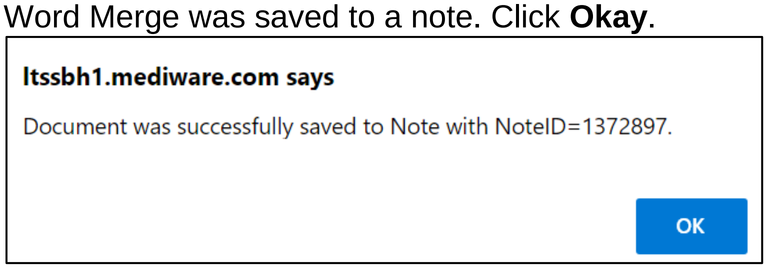
3. From the open BASE form, the regional behavioral analyst will generate the BASE Word Merge. From the **Word Merge** menu, select the **LRC Chair BASE** word merge.



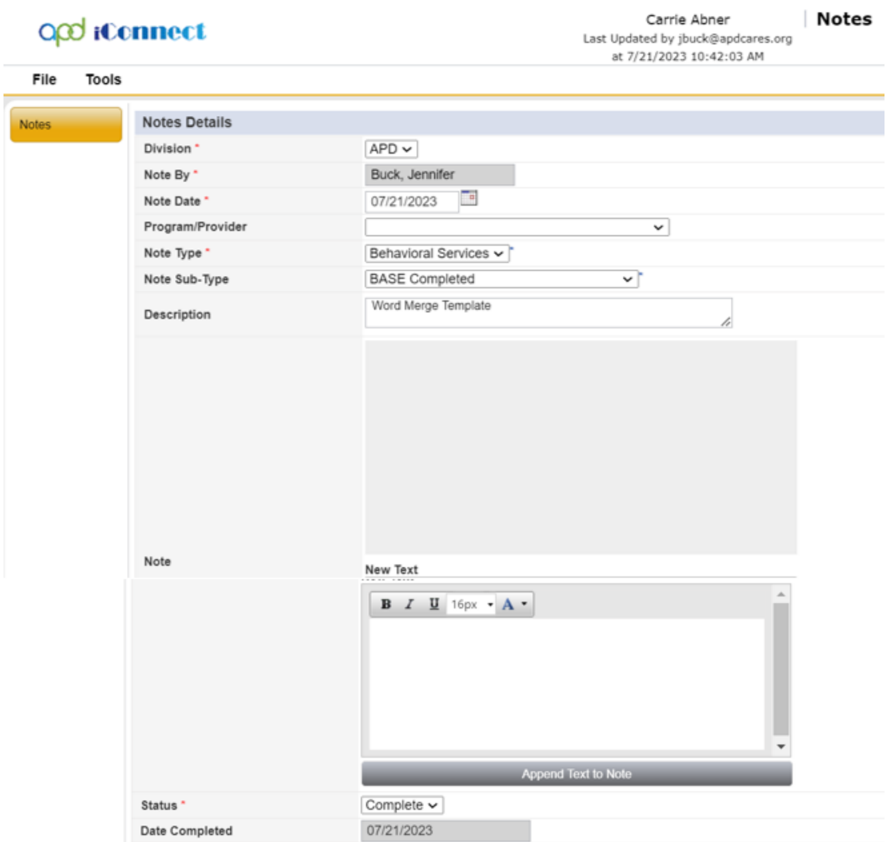
4. The Word Merge preview window displays. Select **Save to Note**.



5. A notification message displays confirming the LRC Chair BASE Word Merge was saved to a note. Click **Okay**.



6. The Note Details page displays. Notify the WSC that the consumer meets criteria for behavioral services eligibility. Update the following fields:
   a. Division = select APD
   b. Note Type = Update to Behavioral Services
   c. Note SubType = BASE Completed
   d. Description = defaults to Word Merge Template. Update if desired.
   e. Note = optional
   f. Status = Complete
   g. Attachment = signed BASE
   h. Recipients = WSC, behavior analysis service provider, Region Clinical Workstream Lead



7. From the **File** menu, select **Save and Close Notes**.

8. For more detailed general Word Merge instruction, see the [As Needed: Word Merges] section.

Role: WSC/CDC

9. The WSC monitors **My Dashboard > Consumers > Notes** for notification the BASE was completed. The WSC may need to create more authorizations following the current cost plan processes.

Role: Service Provider, Service Provider Worker

10. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes** for notification the BASE was completed as notification only.

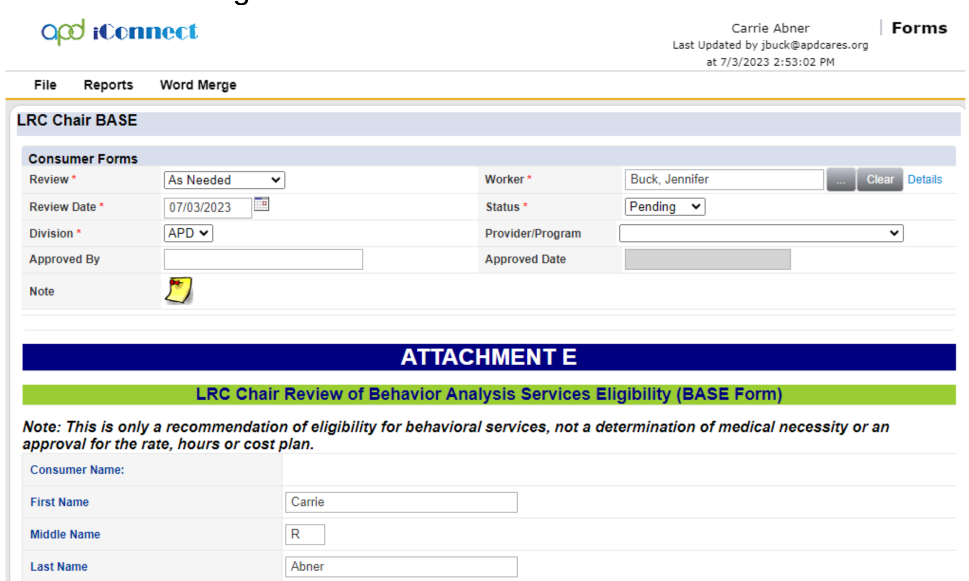
Role: Region Clinical Workstream Lead

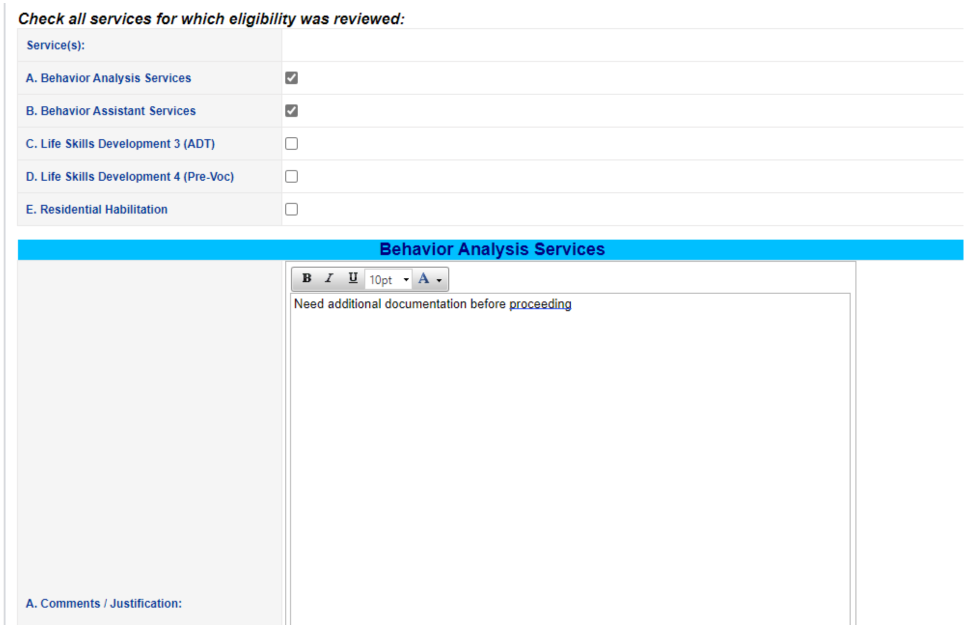
11. The Region Clinical Workstream Lead monitors **My Dashboard > Consumers > Notes** for notification the BASE was completed as notification only.

3bii. Consumer Does Not Meet Criteria for Behavioral Services Increase. Additional Documentation Required.

Role: Region Clinical Workstream Worker

1. The regional behavioral analyst will update the BASE form. If the BASE form is not already open, navigate to the consumer's **Forms** tab. Select the **LRC Chair BASE** form from the list. Update the following fields:
    a. Comments/Justification = enter comments about the missing documentation.
    b. Status = Pending





2. From the **File** menu, select **Save Forms**.

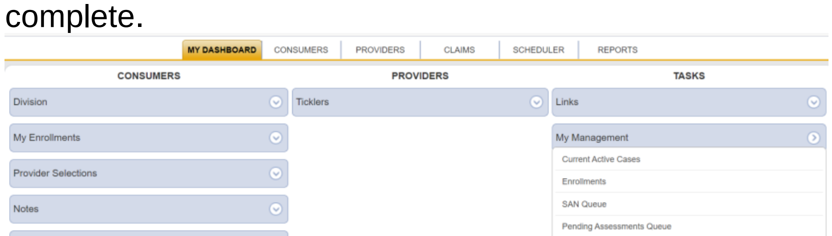
Note

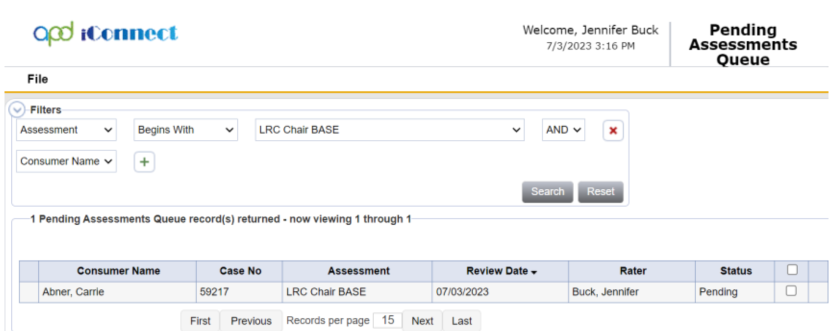
The regional behavioral analyst can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of BASE forms that are pending additional documentation.

Filter by Filter by Assessment = LRC Chair BASE

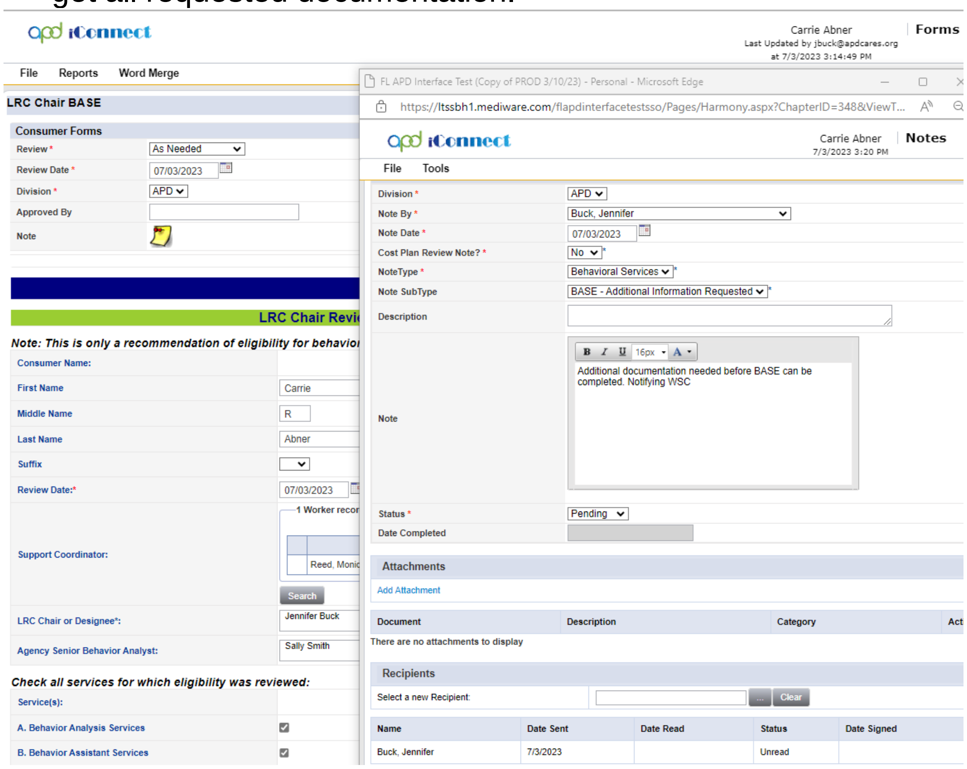
Status = Pending.

If additional documentation is never received, the regional behavioral analyst can use this queue to identify BASE forms that need to be closed and marked as complete.





3. Notify the WSC that additional documentation is needed via a note in APD iConnect. This can be completed from the Note icon on the open BASE form. Select the **Note icon** at the top of the BASE form. The Note Details page displays. Update the following fields:
   a. Cost Plan Review Note = No
   b. Note Type = Behavioral Services
   c. Note SubType = BASE – Additional Information Requested
   d. Status = Pending
   e. Recipients = WSC, behavior analysis service provider. Both will be monitoring their dashboards working concurrently to get all requested documentation.

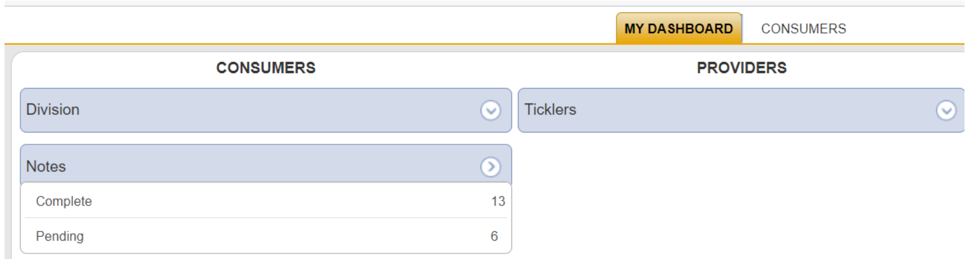


4. From the **File** menu, select **Save and Close Notes**. The page refreshes and you are returned to the BASE form.

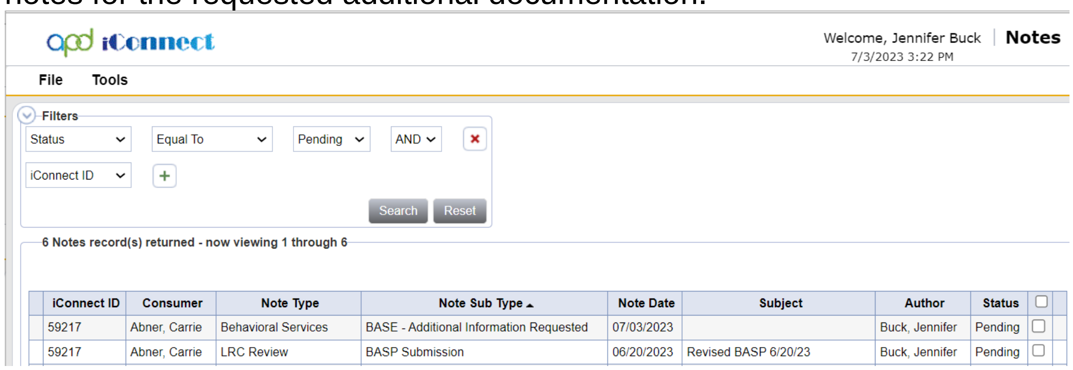
5. From the **File** menu, select **Save and Close Form**.

Role: WSC/CDC

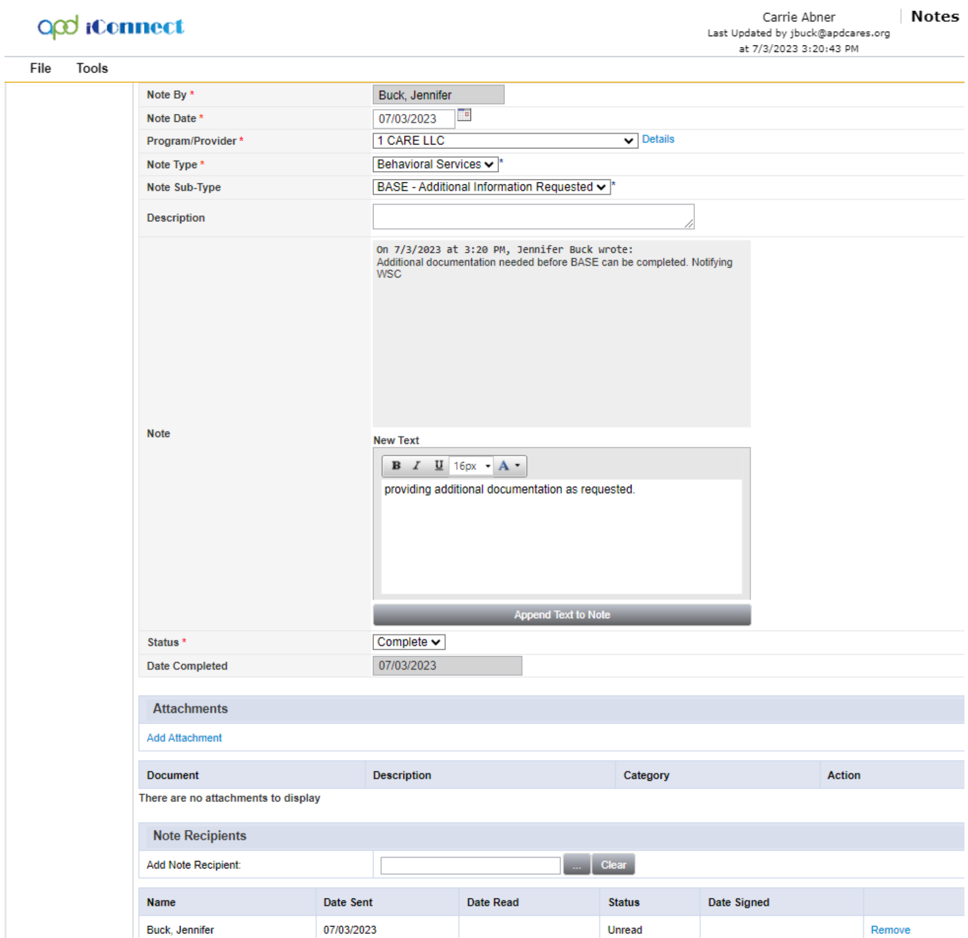
6. The WSC monitors **My Dashboard > Consumers > Notes > Pending** for notification the consumer did not meet criteria for an increase and additional documentation is needed.



7. The WSC will select the **Behavioral Services > BASE – Additional Information** note from the list view and review the notes for the requested additional documentation.



8. The WSC will obtain additional documentation from behavior analysis service provider within 30 days and attach to the existing Behavioral Services > BASE – Additional Information Requested note. Navigate to the consumer **Notes** tab. Select the **Behavioral Services > BASE – Additional Information Requested** note in Pending status. The Note Details page displays. Update the following fields:
   a. Program/Provider = enter the name of the WSC's agency
   b. Notes = list the additional documentation that has been attached.
   c. Status = Complete
   d. Attachments = additional documentation demonstrating how the individual meets eligibility criteria
   e. Recipients = regional behavioral analyst



9. From the **File** menu, select **Save and Close Notes**. Proceed to the BASE Completed section

Role: Service Provider, Service Provider Worker

10. In addition, the behavior analysis service provider monitors **My Dashboard > Consumers > Notes** for notification the consumer did not meet criteria for an increase and additional documentation is needed. The WSC will reach out for follow up.

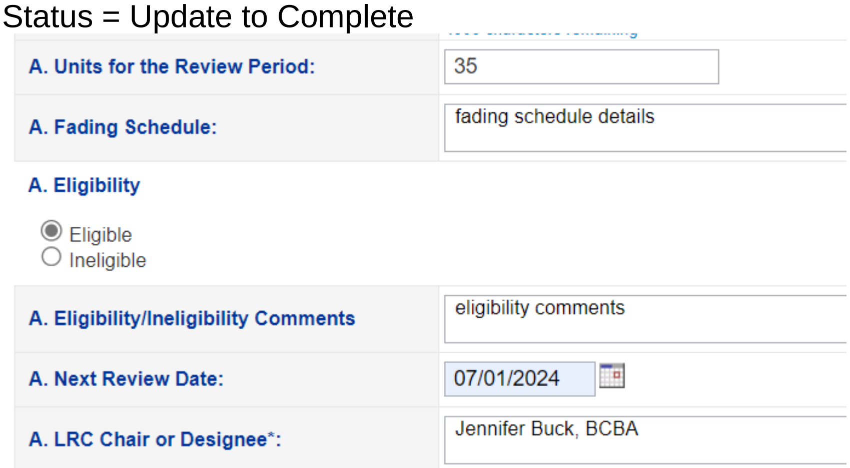
3biii. Consumer Meets Criteria for Eligibility with a Decrease in Services

Role: Region Clinical Workstream Worker

1. The regional behavioral analyst will add the recommendation on the BASE form. If the BASE form is not already open, navigate

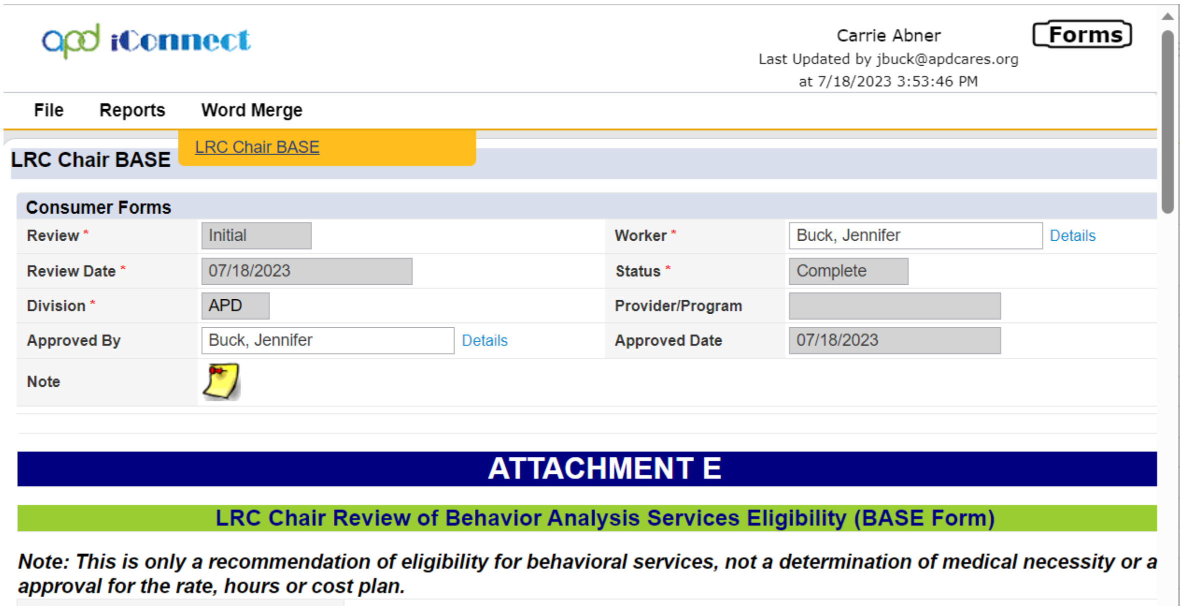
to the consumer's **Forms** tab. Select the **LRC Chair BASE** form from the list. Update the following fields:

a. Comments/Justification = enter justification for the behavioral services
b. Units for the Review Period = enter units
c. Fading Schedule = enter details if applicable
d. Eligibility = Eligible
e. Eligibility/Ineligibility Comments = add additional details if needed
f. Next Review Date = enter date of next review
g. LRC Chair or Designee = enter the name of the LRC Chair. This serves as the signature.
h. Status = Update to Complete

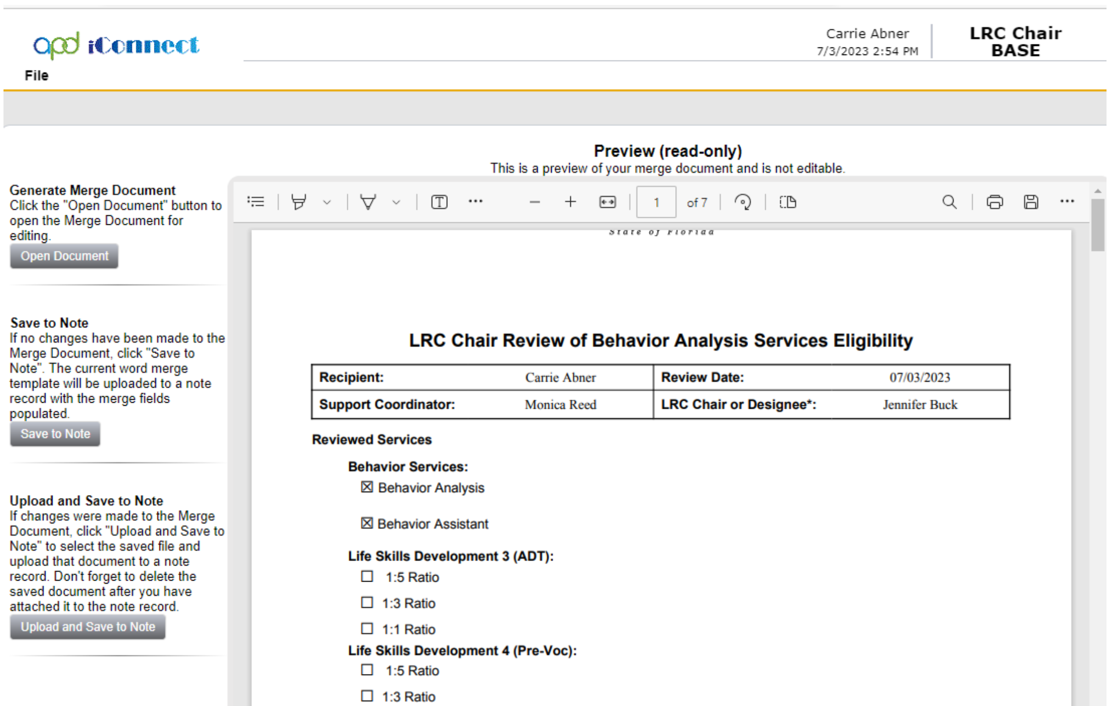


2. From the **File** menu, select **Save Forms,** NOT Save and Close Forms.

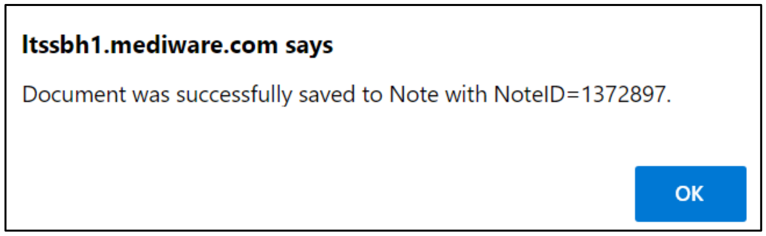
3. From the open BASE form, the regional behavioral analyst will generate the BASE Word Merge. From the **Word Merge** menu, select the **LRC Chair BASE** word merge.



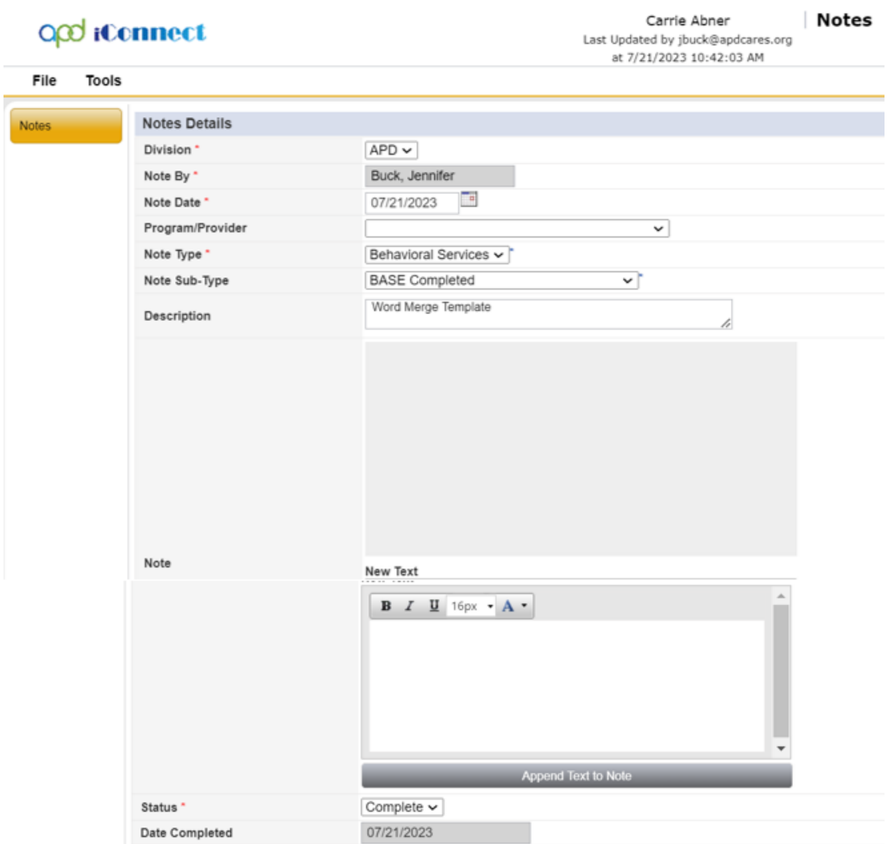
4. The Word Merge preview window displays. Select **Save to Note**.



5. A notification message displays confirming the LRC Chair BASE Word Merge was saved to a note. Click **Okay**.



6. The Note Details page displays. Notify the WSC that the consumer meets criteria for behavioral services eligibility. Update the following fields:
   a. Division = select APD
   b. Note Type = Update to Behavioral Services
   c. Note SubType = BASE Completed
   d. Description = defaults to Word Merge Template. Update if desired.
   e. Note = optional
   f. Status = Complete
   g. Attachment = signed BASE
   h. Recipients = WSC, behavior analysis service provider, Region Waiver Workstream Worker, Region Clinical Workstream Lead

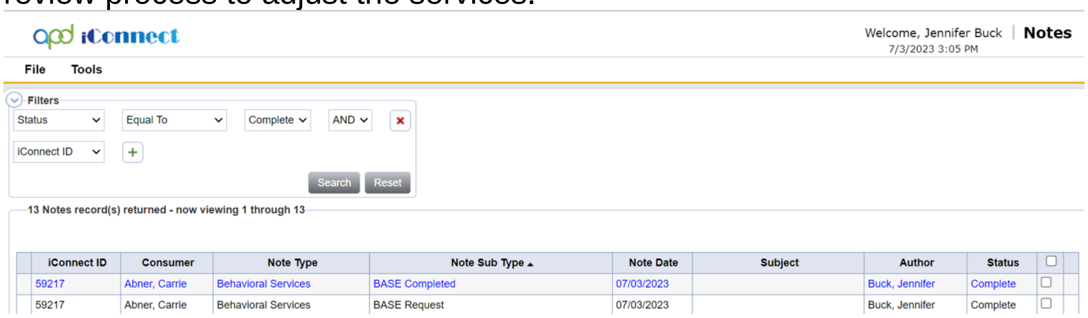


7. From the **File** menu, select **Save and Close Notes**.

8. For more detailed general Word Merge instruction, see the As Needed: Word Merges section.

Role: WSC/CDC

9. The WSC monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASE was completed and a decrease in services is needed. The WSC will work with the Region Waiver Workstream Worker to determine how the services will be reduced. The WSC will go through the cost plan review process to adjust the services.



Role: Regional Waiver Workstream Worker

10. The Region Waiver Workstream Worker monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASE was completed, and services will be reduced.

Role: Service Provider

11. The behavior analysis service provider monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASE was completed with a decrease in services as notification only.

4. Completion of Behavior Analysis Service Quarterly Report (BASQR) Process

The BASQR completion process includes the following steps:

1. The behavior analysis service provider has added data to their data system to produce behavior analysis graphs and data tables for the consumer.
2. The behavior analysis service provider completes the Quarterly Summary behavior analysis service provider documentation requirement.
3. The behavior analysis service provider completes the BASQR form in APD iConnect, pulling data from the BASP and attaching graphs and tables into the form via a note.
4. The behavior analysis service provider notifies the WSC the BASQR has been completed via a note in APD iConnect.
5. Copy Shared Response and Duplicate Assessment functionality can be used to make this process more efficient.
   a. The first BASQR must pull from BASP.
   b. All subsequent BASQRs must pull from the previous BASQR, unless:
   c. A BASP update has occurred since the previous BASQR was written.

1st Quarter BASQR

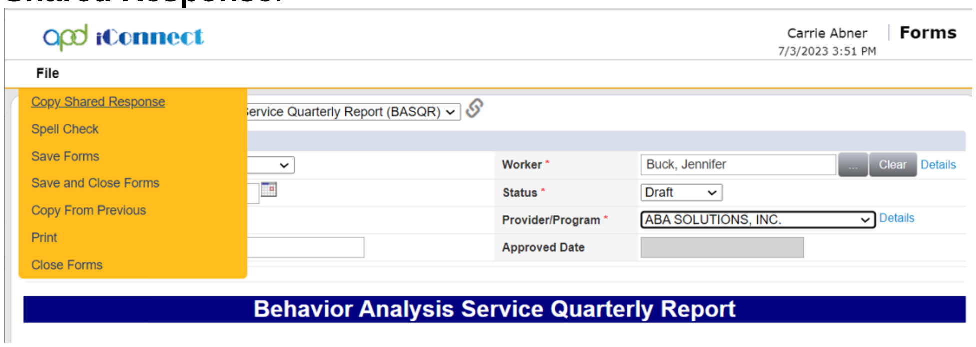
Role: Service Provider, Service Provider Worker

1. The behavior analysis service provider enters behavior analysis assessment data into the data system outside of APD iConnect. The data systems for the behavior analysis service providers will produce the graphs and tables of data for the consumers. These graphs and tables will be saved as PDF documents and attached to a note from the BASQR form in APD iConnect.

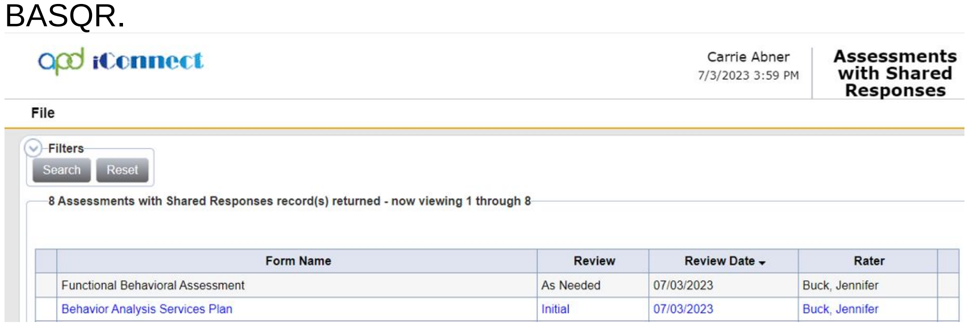
2. Quarterly, the behavior analysis service provider will complete the BASQR form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the **File** menu, select **Add Form**. The Form Details page displays. Select **Behavior Analysis Service Quarterly Report (BASQR)**from the list. Update the following fields:
   a. Review = select Quarterly
   b. Review Date = defaults to today
   c. Division = defaults to APD
   d. Worker = pre-populated with your name
   e. Status = defaults to Draft. It will be changed to Complete later in the workflow.

f. Provider/Program = enter the behavior analysis service provider's agency

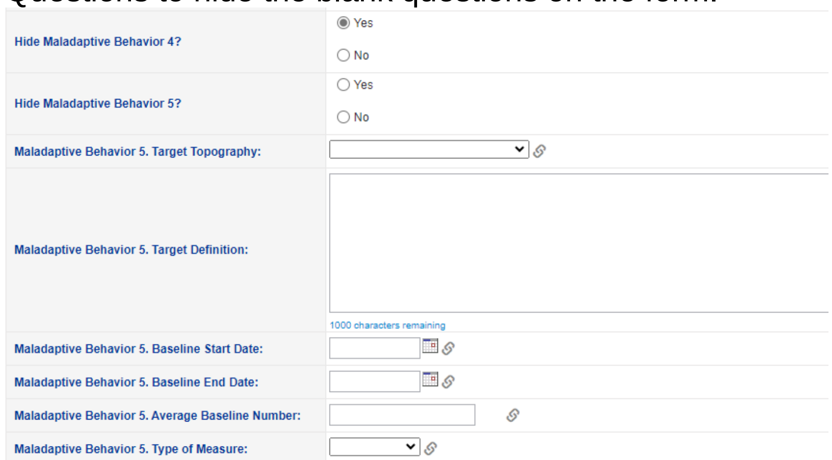
3. For the 1st quarter BASQR, copy the responses to the maladaptive behaviors and replacement behavior questions from the BASP to the BASQR. From the **File** menu, select **Copy Shared Response**.



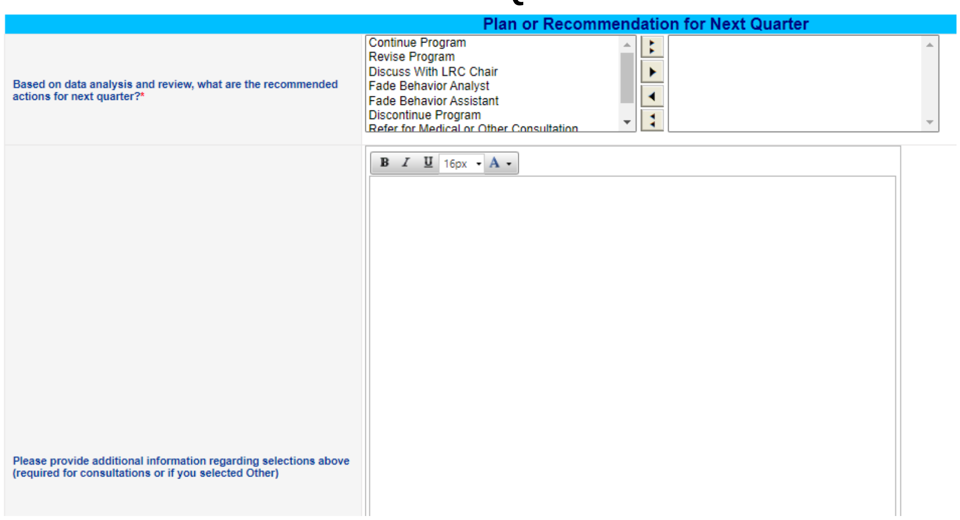
4. Select the most recent **Behavior Analysis Services Plan** from the list. The page refreshes and you are returned to the BASQR form. The responses for the maladaptive and replacement behavior questions from the BASP will be populated on the BASQR.



Note
All 15 Maladaptive Behavior and Replacement Behavior questions are exposed by default. After using Copy Shared Response, some may still be blank (e.g. if only 12 of the 15 behavior questions were answered, 3 will be blank.) The behavior analysis service provider can keep these blank fields exposed and just scroll down to the next applicable question or use the “Hide Maladaptive Behavior….” and “Hide Replacement Behavior….” Questions to hide the blank questions on the form.



5. Complete the remaining questions in the form including the **Plan or Recommendation for the Next Quarter**.

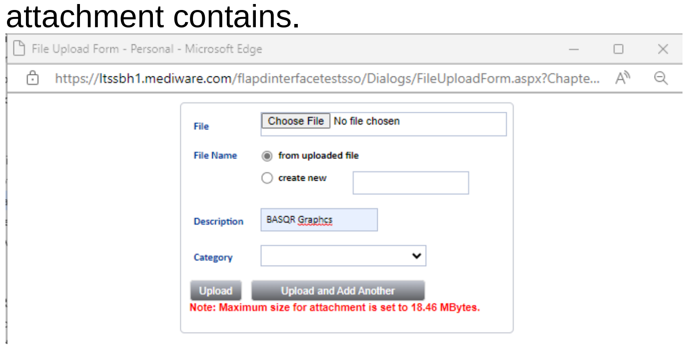


6. From the **File** menu, select **Save Form**.

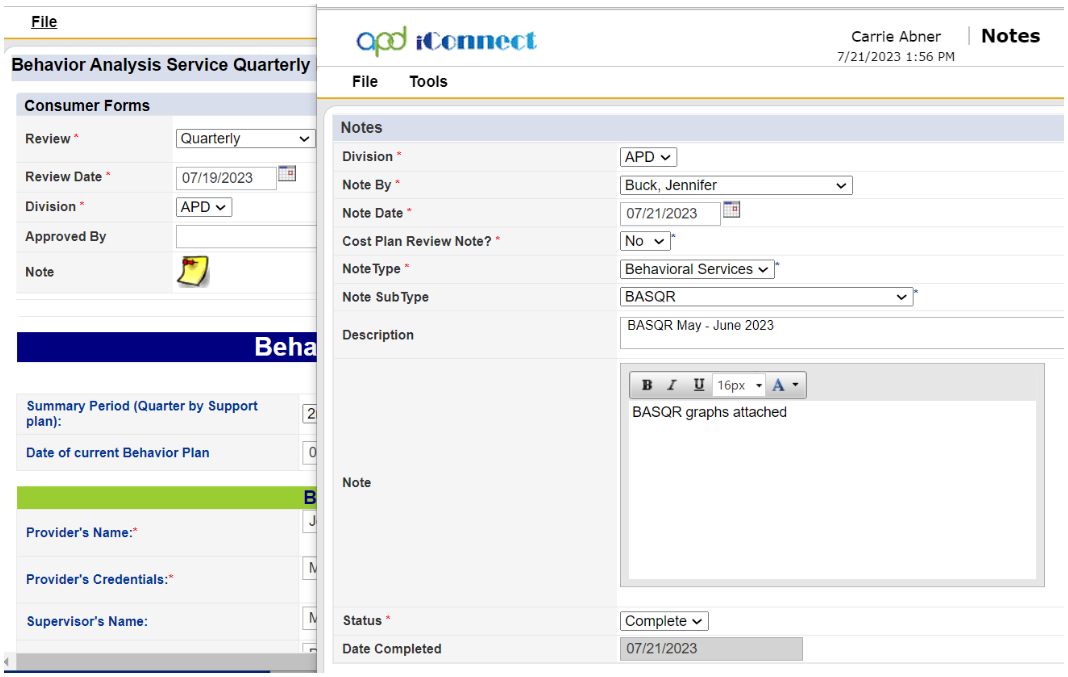
7. Graphs must also be added to the BASQR form. This is done from the **Note icon** in the header of the form.

Note
The form must be saved, at least one, to display the Note icon. Save the form by selecting the **File** menu, then select **Save Form**.

8. Click the **Note icon**. The Note Details page displays. Update the following fields:
    a. Cost Plan Review Note = No
    b. Note Type = Behavioral Services
    c. Note Sub Type = BASQR
    d. Description = Type of graph + time period it covers (e.g. BASQR May – June 2023)
    e. Notes = any additional details about the attached graphs
    f. Status = Complete
    g. Attachment = search for and select the document saved on your device.
        i. Description = Once the document is selected, within the attachment window, add a Description of the attachment as sometimes the file name is cryptic and not easy to identify what the attachment contains.



9. From the **File** menu, select **Save and Close Notes**.

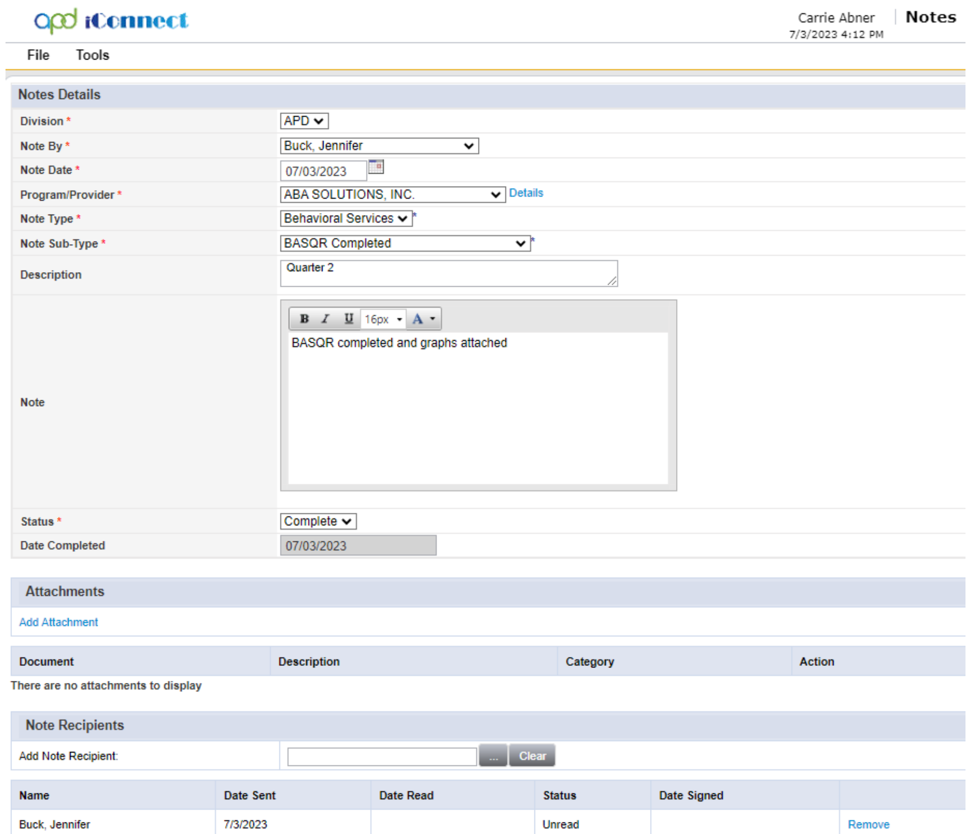


10. The page refreshes and you're returned to the BASQR form.

11. Once all questions are answered and graphs attached as a Note, change the status of the form to **Complete**.

12. From the **File** menu, select **Save and Close Form**.

13. The behavior analysis service provider notifies the WSC when the BASQR is complete through a note in APD iConnect. Navigate to the consumer's **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
    a. Program/Provider = enter the name of the behavior analysis service provider's agency
    b. Note Type = Behavioral Services
    c. Note Sub Type = BASQR Completed
    d. Description = Quarter #
    e. Notes = any additional details as needed
    f. Status = Complete
    g. Note Recipient = WSC



14. From the **File** menu, select **Save and Close Notes**.

15. The behavior analysis service provider also adds a quarterly Provider Documentation record. Navigate to the consumers record and click the **Provider Documentation** tab > click **File** > **Add Provider Documentation.** Enter the documentation record according to current processes.

Role: WSC/CDC

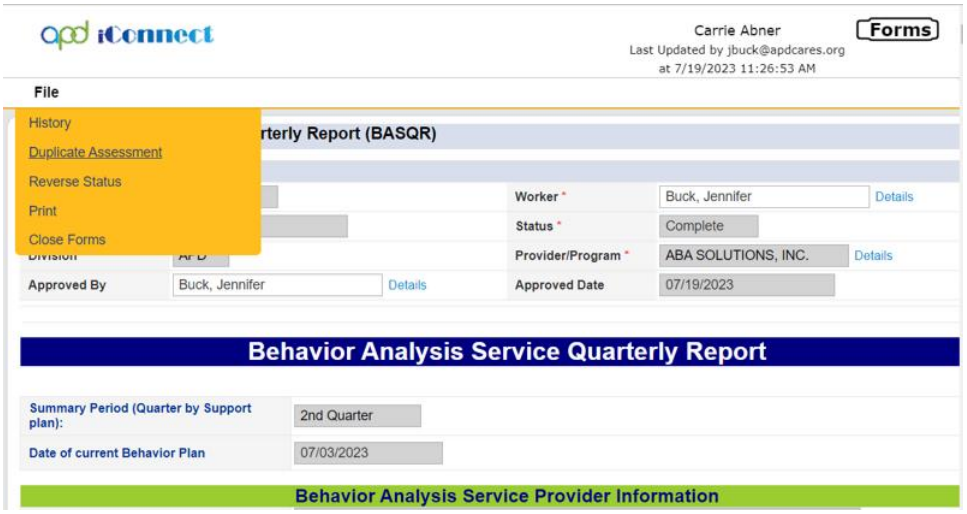
16. The WSC monitors **My Dashboard > Consumers > Notes > Complete** for notification the BASQR was completed. The WSC reviews the **Behavioral Services > BASQR Completed note** & **BASQR form** as part of routine monitoring of services for the individual.

2nd Quarter BASQR

Role: Service Provider, Service Provider Worker

1. This process is repeated quarterly. For the second quarter, use the **Duplicate Assessment** feature. This will copy the responses from the 1st quarter BASQR to a new version of the

form, which will be updated for the 2nd quarter BASQR. From the consumer's **Forms tab**, select the completed **BASQR form** from the 1st quarter. From the **File** menu, select **Duplicate Assessment**.



2. The page refreshes and a new BASQR form displays. Update the following fields:
   a. Summary Period = 2nd Quarter
   b. Update or inactivate Maladaptive Behaviors as applicable
   c. Update or inactivate Replacement Behaviors as applicable
   d. Update any additional fields to represent the consumer's status this quarter.
   e. Update the Plan of Recommendation for Next Quarter section.

3. From the **File** menu, select **Save Form**.

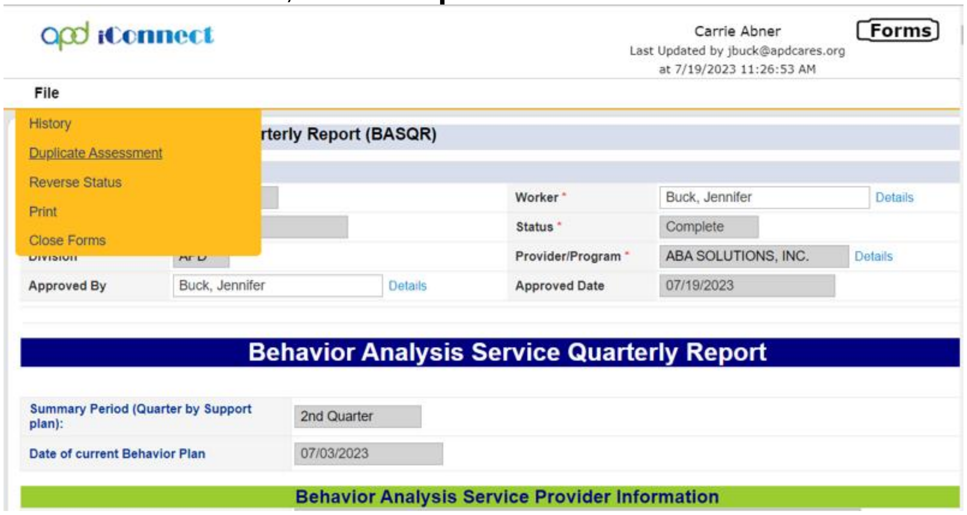
4. Graphs must also be added to the BASQR form before it can be completed and the WSC must be notified of the BASQR form completion. Repeat steps 7 – 16 in the 1st Quarter BASQR section.

3rd Quarter BASQR

Role: Service Provider, Service Provider Worker

1. For the 3rd quarter/annual, use the **Duplicate Assessment** feature again. This will copy the responses from the 2nd quarter BASQR to a new version of the form, which will be updated for the 3rd quarter/annual BASQR. From the consumer's **Forms tab**, select the completed **BASQR form** from the 2nd quarter.

From the **File** menu, select **Duplicate Assessment**.



2. The page refreshes and a new BASQR form displays. Update the following fields:
   a. Summary Period = 3rd Quarter
   b. Update or inactivate Maladaptive Behaviors as applicable
   c. Update or inactivate Replacement Behaviors as applicable
   d. Update any additional fields to represent the consumer's status this quarter.
   e. Update the Plan of Recommendation for Next Quarter section.

3. From the **File** menu, select **Save Form**.

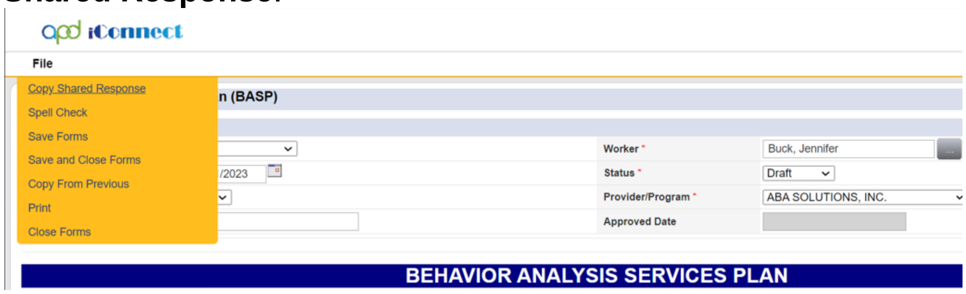
4. Graphs must also be added to the BASQR form before it can be completed and the WSC must be notified of the BASQR form completion. Repeat steps 7 – 16 in the 1st Quarter BASQR section.

5. During the 3rd quarter/annual BASQR, a new BASP must also be completed. Use the Duplicate Assessment and Copy Shared Response functionality to create the new BASP. From the consumer's **Forms tab**, select the most recent **BASP form.**

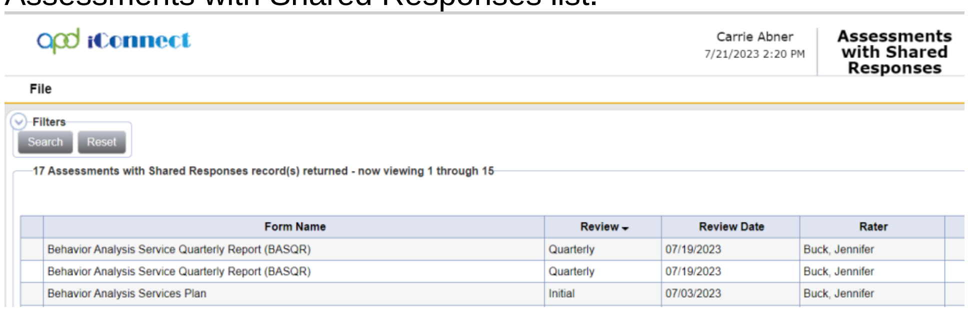
6. From the **File** menu, select **Duplicate Assessment**. The page refreshes and a new BASP form displays. Update the following fields in the header:
   a. Review = Update to Annual
   b. Review Date = defaults to today
   c. Provider/Program = defaults to the behavior analysis service provider

7. From the **File** menu, select **Save Form**.

8. Now update this new BASP form with the most recent Maladaptive and Replacement Behavior updates from the 3rd Quarter BASQR using the Copy Shared Response feature. From the open BASP form, from the **File** menu, select **Copy Shared Response**.

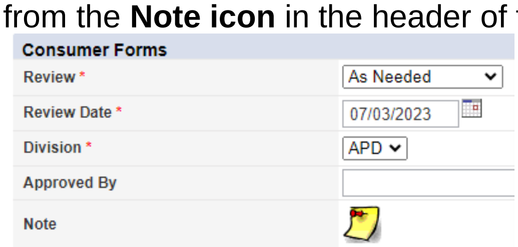


9. Select the most recent 3rd quarter BASQR form from the Assessments with Shared Responses list.



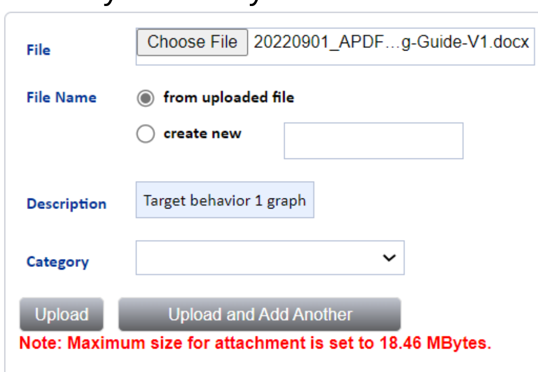
10. The page refreshes and you are returned to the BASP. The Maladaptive and Replacement Behavior responses from the 3rd Quarter BASQR have updated the Maladaptive and Replacement Behavior responses on this year's BASP. Update the remaining fields in the form as applicable. For example:
    a. Plan Type = change to Update with revision(s)
    b. Date of Plan = update the date

11. Graphs must also be added to the BASP form. This is done from the **Note icon** in the header of the form.

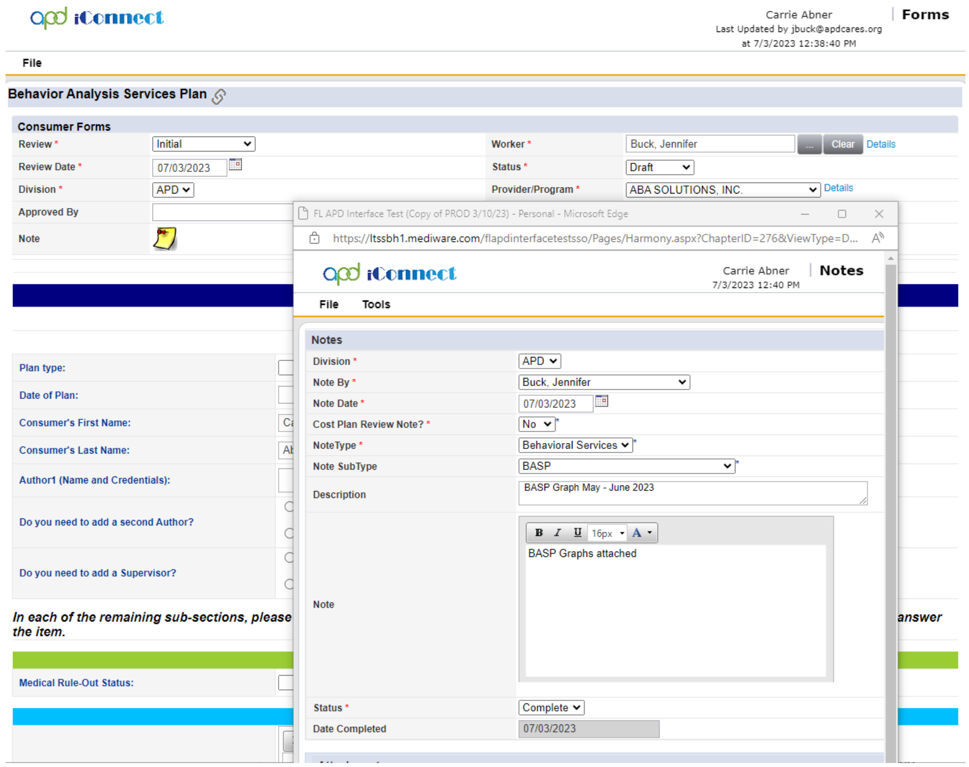


Note
The form must be saved, at least one, to display the Note icon. Save the form by selecting the **File** menu, then select **Save Form**.

12. Click the **Note icon**. The Note Details page displays. Update the following fields:
    a. Cost Plan Review Note = No
    b. Note Type = Behavioral Services
    c. Note Sub Type = BASP
    d. Description = Type of graph + time period it covers (e.g. BASP graph May – June 2024)
    e. Notes = any additional details about the attached graphs
    f. Status = Complete
    g. Attachment = search for and select the document saved on your device.
        i. Description = Once the document is selected, within the attachment window, add a Description of the attachment as sometimes the file name is cryptic and not easy to identify what the attachment contains.



Note
iConnect is an encrypted system and providers should <u>not</u> password protect documents when uploading into the system. Password protecting them results in APD not being able to open the documents and then the provider will need to be contacted and asked to resubmit the documentation.



13. From the **File** menu, select **Save and Close Notes**.

14. The page refreshes and you're returned to the BASP form.

15. Once all questions are answered and graphs attached as a Note, change the status of the form to Complete.

16. From the **File** menu, select **Save and Close Form**.

17. Proceed to the BASP Completion section.

5. Report Use of Reactive Strategies

Any provider who uses reactive strategies is required to complete the Reactive Strategies Form in APD iConnect. Reporting the use of Reactive Strategies includes the following steps:

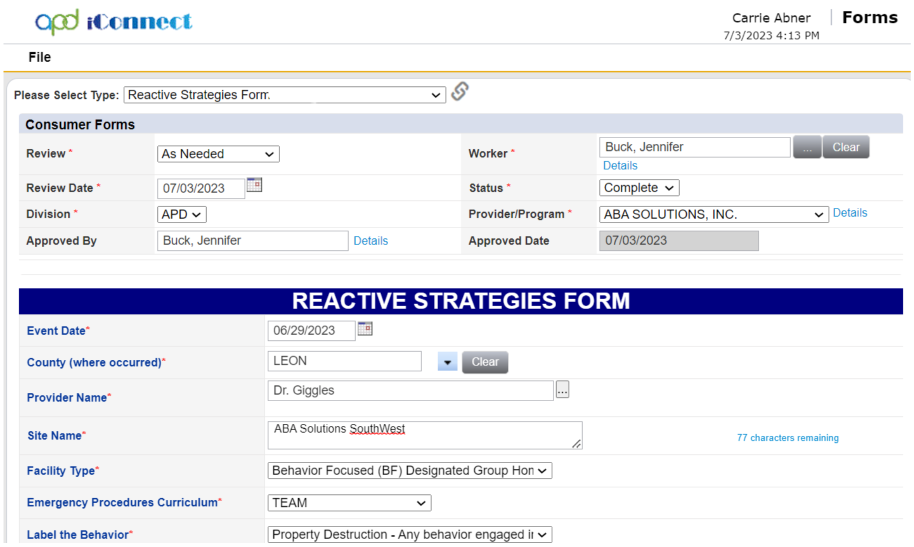
1. The behavioral provider uses one or more reactive strategies during a single event.
2. The behavioral provider completes the Reactive Strategies form in APD iConnect.
3. The regional senior behavior analyst or
4. designee runs a report to identify events that require follow up.

Role: Service Provider, Service Provider Worker

1. The behavioral provider uses one or more reactive strategies during a single event.

2. The behavioral provider will complete the Reactive Strategies form in APD iConnect. Navigate to the consumers record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select the "**Reactive Strategies Form**" The Form Details page displays. Update the following fields:
    a. Review = select As Needed
    b. Review Date = defaults to today
    c. Division = defaults to APD
    d. Worker = pre-populated with your name
    e. Status = defaults to Draft. Once all questions are answered, change to Complete.
    f. Provider/Program = enter the name of the behavioral provider's agency

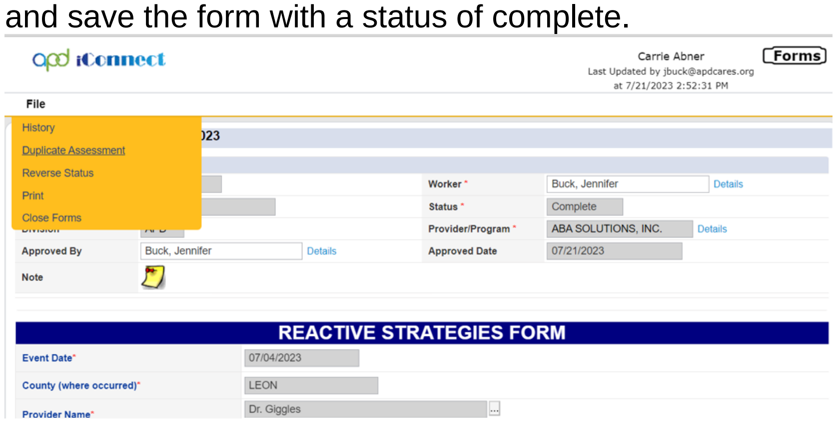
3. Complete the questions in the form. When all questions are answered, change the form status to Complete.



4. From the **File** menu, select **Save and Close Form**.

Note

If more than one reactive strategy needs to be reported, for example, the same reactive strategy is used multiple days in a row, the Duplicate Assessment functionality can be used. With the completed Reactive Strategies form open, from the **File** menu, select **Duplicate Assessment**. The page refreshes and a new, editable version of the Reactive Strategies form displays. Update the fields as applicable and save the form with a status of complete.



5. The behavioral provider does not need to notify the Regional Senior Behavior Analyst or designee because the Provider Reactive Strategies report run at least monthly, will capture the detail added by the behavioral provider on the Reactive Strategies form. Events requiring follow up are addressed in the [Reactive Strategies Event Review and Follow Up](#) section.

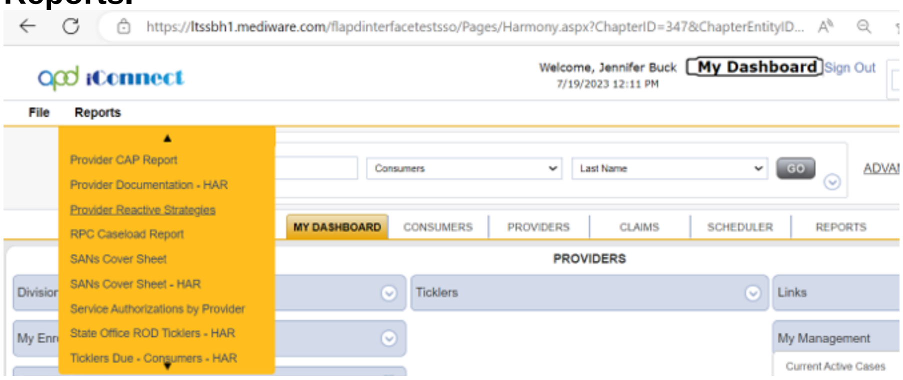
6. Reactive Strategies Event Review and Follow Up

The Reactive Strategies Event Review and Follow Up process includes the following steps:

1. The regional senior behavior analyst or designee runs the Provider Reactive Strategies report to identify events that require follow up.
2. The regional senior behavior analyst communicates with the behavioral provider via a note if a correction is needed.
3. The regional senior behavior analyst communicates with the behavioral provider via a note or meeting to obtain the information needed to complete the follow up.
4. The regional senior behavior analyst or designee completes the follow up section on the Reactive Strategies form.

Role = Region Clinical Workstream Worker

1. The regional senior behavior analyst or designee runs the Provider Reactive Strategies report to identify events that require follow up. This report is located on **My Dashboard > Reports.**



2. The regional senior behavior analyst or designee will review the report and determine if corrections or follow up is needed. (e.g. injury, death or duration exceeding 60 minutes) This report does not include data entered today.

3. If follow up is NOT needed, and corrections are NOT needed the process ends, otherwise proceed to the Corrections Required or Follow Up Required section.

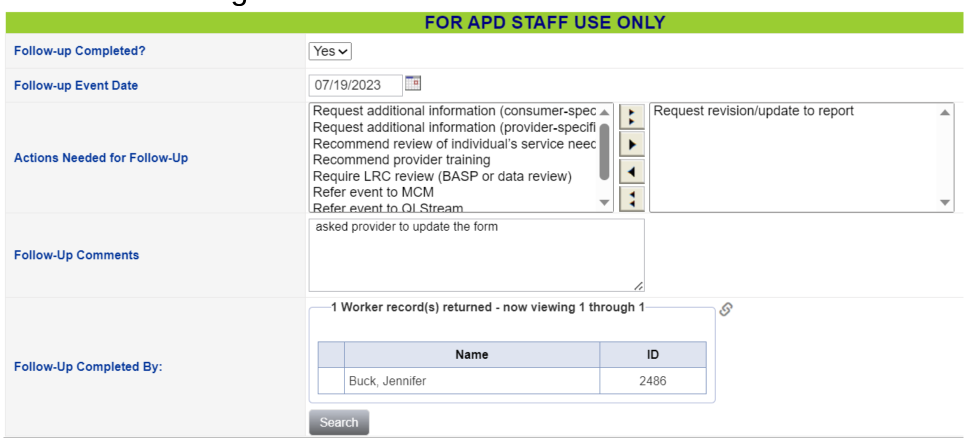
6a. Corrections Required

Role = Region Clinical Workstream Worker

1. The regional senior behavior analyst or designee may identify corrections that needs to be made on the Reactive Strategy

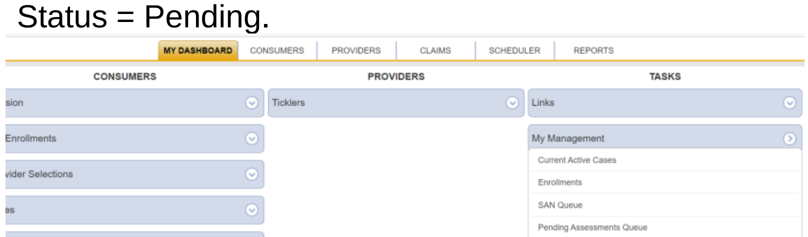
form. The regional senior behavior analyst will reverse the status of the Reactive Strategies form so the behavioral provider can make the corrections. Navigate to the consumers record and select the **Forms** tab. From the forms list view, select the **Reactive Strategies** form. The Form Details page displays. From the **File** menu, select **Reverse Status** so the form can be updated. Update the following fields:

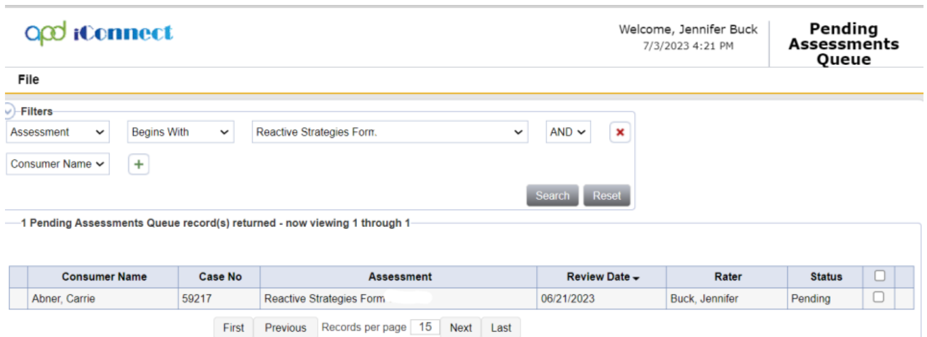
a. Follow up Completed? = Yes
b. Follow-up Event Date = enter date
c. Actions Needed for Follow-Up = Request revision/update to report
d. Follow up Comments = enter if needed
e. Follow Up Completed By = search for an select your name
f. Assessor/Worker = change to self, at the top of the page. This will allow you to find the form in the Pending Assessments Queue.
g. Status = Pending



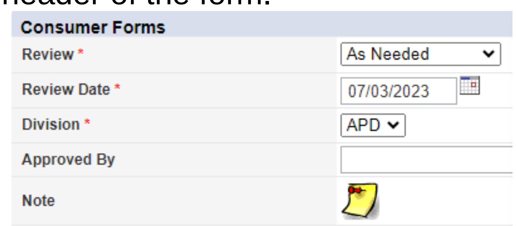
2. From the **File** menu, select **Save Forms, NOT Save and Close Forms**.

Note
The regional senior behavior analyst can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of Reactive Strategy forms that require corrections.
Filter by Filter by Assessment = Reactive Strategies
Status = Pending.





3. The regional senior behavior analyst or designee will communicate the correction needs to the behavioral provider via a note in APD iConnect. This is done from the **Note icon** in the header of the form.

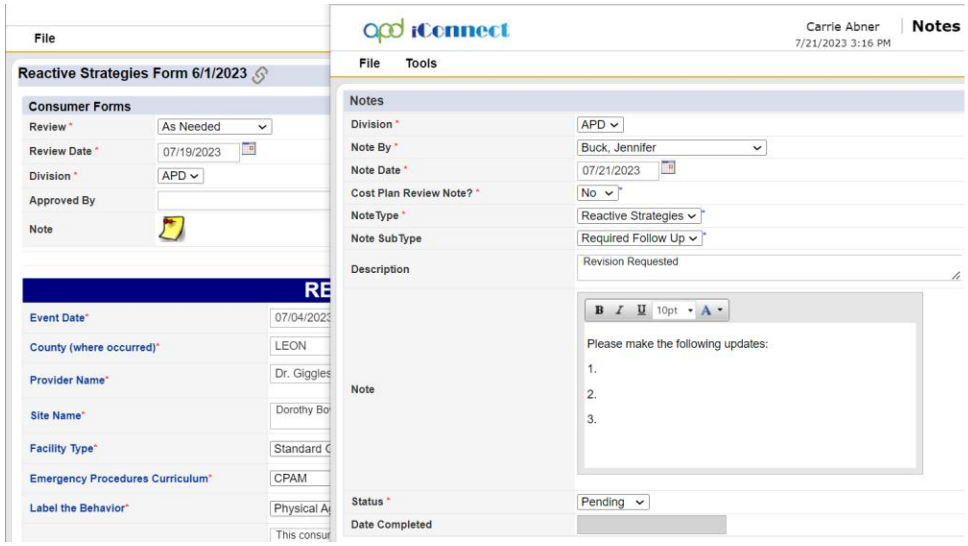


Note
The form must be saved, at least one, to display the Note icon. Save the form by selecting the **File** menu, then select **Save Form**.

4. Click the **Note icon**. The Note Details page displays. Update the following fields:
   a. Cost Plan Review Note = No
   b. Note Type = Reactive Strategies
   c. Note Subtype = Required Follow-up
   d. Description = Revision Requested
   e. Note = list the corrections that need to be made
   f. Status = Pending
   g. Recipient = behavioral provider

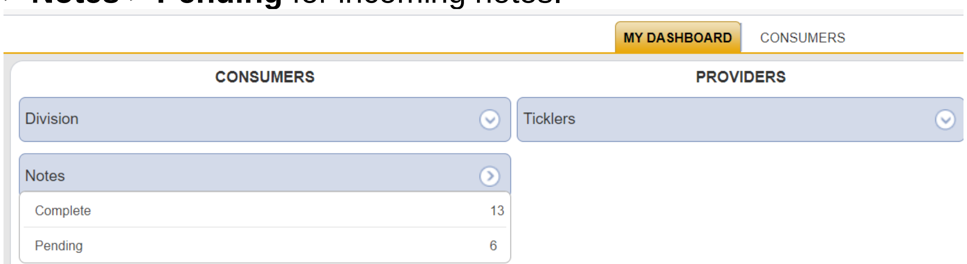
5. From the **File** menu, select **Save and Close Notes**.

6. The page refreshes and you're returned to the Reactive Strategies Form. From the **File** menu, select **Save and Close Forms**. The form status will be changed to complete later in the workflow.

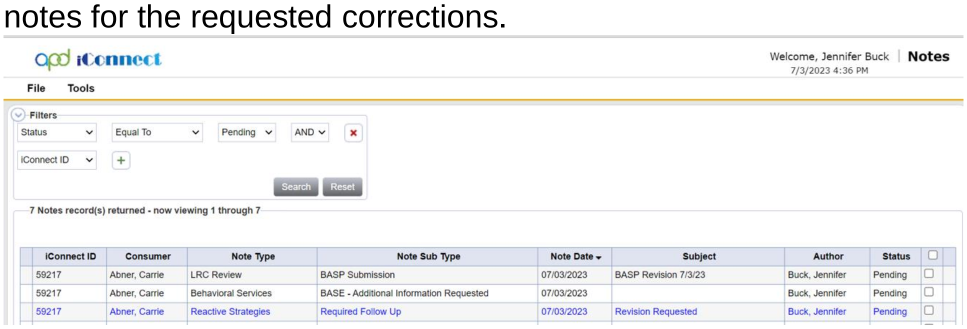


Role = Service Provider, Service Provider Worker

7. The behavioral provider monitors **My Dashboard > Consumers > Notes > Pending** for incoming notes.

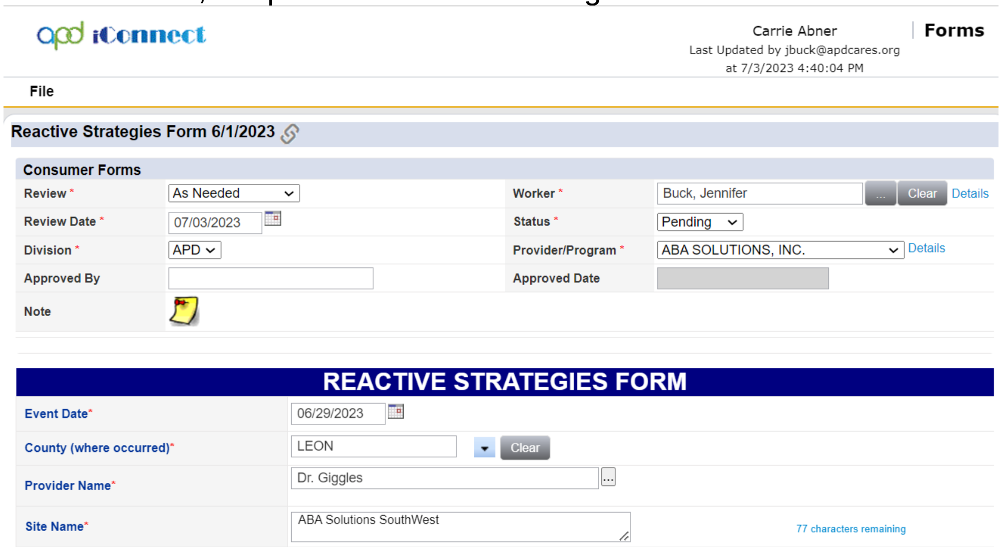


8. The behavioral provider will select the **Reactive Strategies > Required Follow Up** note from the list view and review the notes for the requested corrections.



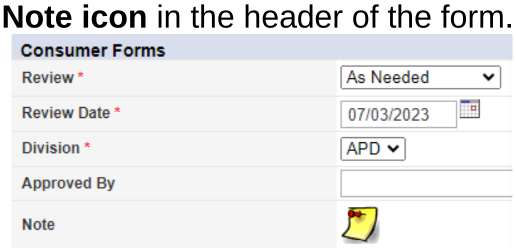
9. Navigate to the consumers record and select the **Forms** tab. From the forms list view, select the **Reactive Strategies** form in Pending status. The Form Details page displays. Update the following:
   a. Questions on the form that need to be corrected per instruction in the Reactive Strategies Required Follow-up note.

b. In the Header, keep the status as Pending.



10. From the **File** menu, select **Save Form, NOT Save and Close Forms.**

11. The behavioral provider will notify the regional senior behavior analyst or designee the corrections have been made by replying to the existing Reactive Strategies note. This is done from the **Note icon** in the header of the form.



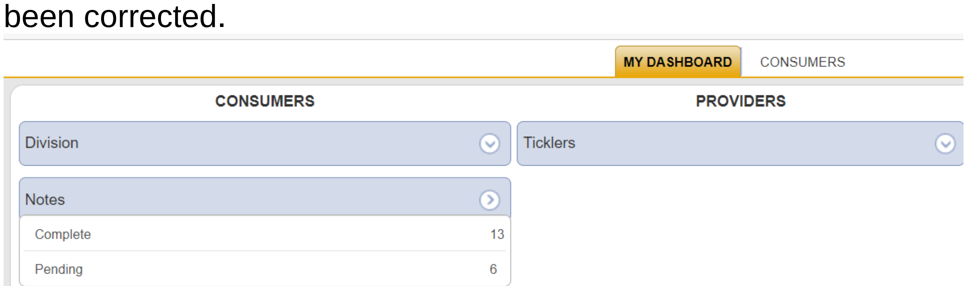
12. Click the **Note icon**. The Note Details page displays. Update the following fields:
    a. Note = details on the corrections that were made. Click **Append Text to Note.**
    b. Status = Complete
    c. Recipient = regional senior behavior analyst

13. From the **File** menu, select **Save and Close Notes**.

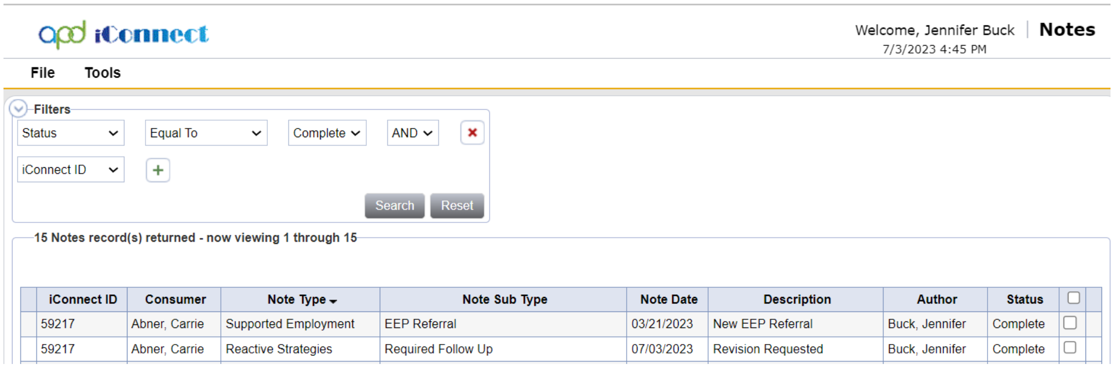
14. The page refreshes and you're returned to the Reactive Strategies Form. From the **File** menu, select **Save and Close Forms**. Keep the form in Pending status. The form status will be changed to complete later in the workflow.

Role = Region Clinical Workstream Worker

15. The regional senior behavior analyst or designee will monitor **My Dashboard > Consumers > Notes > Complete** for incoming notes as notification the Reactive Strategies form has been corrected.



16. The regional senior behavior analyst or designee will select the **Reactive Strategies > Required Follow Up** note from the list view and review the notes that the corrections have been made.

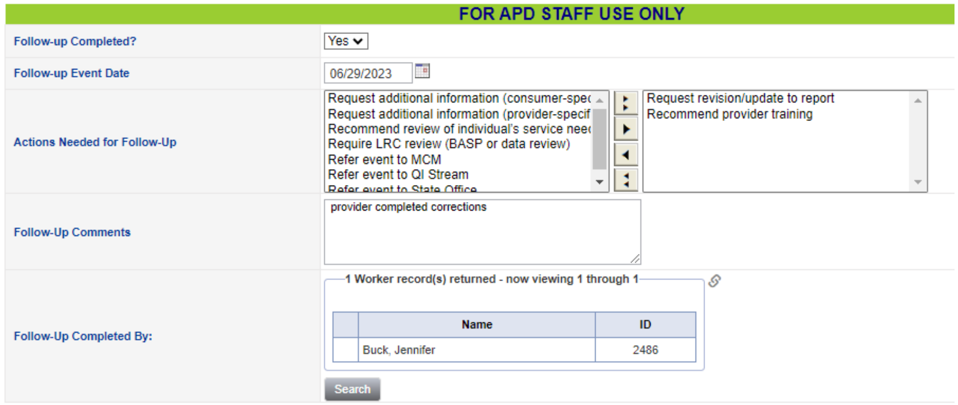


Note

The **Provider Reactive Strategies Report** can be used to monitor follow up actions by the provider in bulk.

17. The regional senior behavior analyst or designee will review the form to determine if the revisions were sufficient. If they were sufficient, the follow up section at the bottom of the Reactive Strategies form is completed. If they were not sufficient, repeat steps 3 - 14 to create a new note for the behavioral provider and repeat the correction process.

18. If corrections have been made, navigate to the consumers record and select the **Forms** tab. From the forms list view, select the **Reactive Strategies** form in Pending status. The Form Details page displays. Update the following:
    a. APD Follow Up Completed = Yes
    b. Follow-up Event Date = select the date
    c. Actions Needed for Follow-Up = select one or more actions
    d. Follow-Up Comments = enter comments
    e. Follow-Up By = enter name
    f. In the Header, change the status to Complete



FOR APD STAFF USE ONLY

Follow-up Completed?	Yes
Follow-up Event Date	06/29/2023
Actions Needed for Follow-Up	Request additional information (consumer-spec Request additional information (provider-specif Recommend review of individual's service need Require LRC review (BASP or data review) Refer event to MCM Refer event to QI Stream Refer event to State Office Request revision/update to report Recommend provider training
Follow-Up Comments	provider completed corrections
Follow-Up Completed By:	1 Worker record(s) returned - now viewing 1 through 1 Name: Buck, Jennifer — ID: 2486 Search

19. From the **File** menu, select **Save and Close Form**.

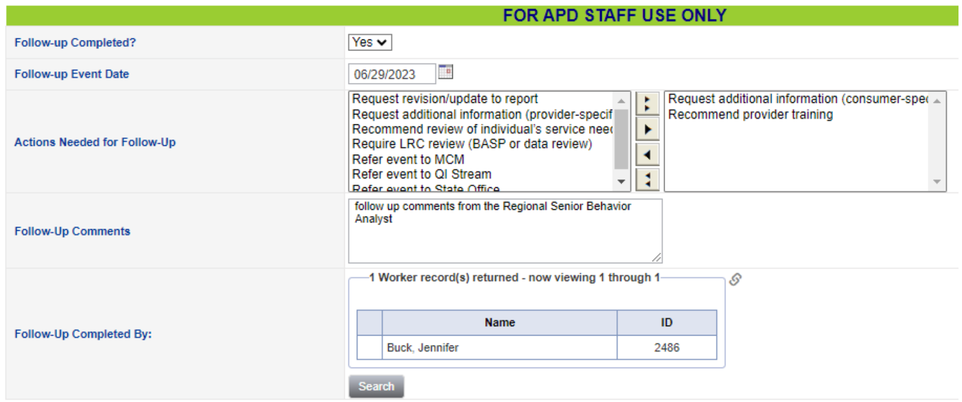
6b. Follow Up Required

The regional senior behavior analyst or designee will review the Provider Reactive Strategies report and determine if follow up is needed. Follow up information may be obtained through a note with the behavioral provider in APD iConnect or a meeting may need to be scheduled. This meeting is usually held during the LRC General Session but will be scheduled on alternate dates as needed.

Role = Region Clinical Workstream Worker

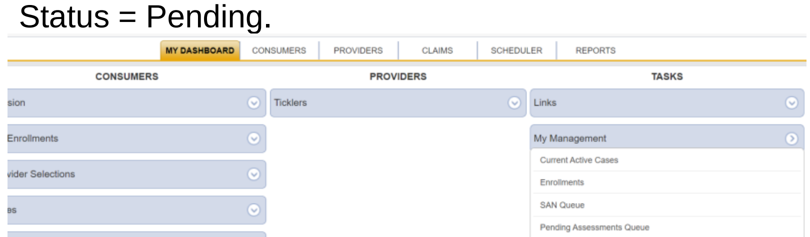
1. For events that require follow up, the regional senior behavior analyst or designee will document the follow up actions on the Reactive Strategies form. The regional senior behavior analyst will first have to reverse the status of the form before edits can be made. Navigate to the consumer's record and select the **Forms** tab. Select the completed **Reactive Strategies Form** from the list. From the **File** menu, select **Reverse Status**. The status of the form changes from Complete to Pending.

2. Update the following fields:
   a. Follow up Completed? = Yes
   b. Follow-up Event Date = enter date
   c. Actions Needed for Follow-Up = Request revision/update to report
   d. Follow up Comments = enter if needed
   e. Follow Up Completed By = search for and select your name.
   f. Assessor/Worker = change to self, at the top of the page. This will allow you to find the form in the Pending Assessments Queue.
   g. Status = Pending



3. From the **File** menu, select **Save Form**.

Note
The regional senior behavior analyst can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of Reactive Strategy forms that require follow up.
Filter by Filter by Assessment = Reactive Strategies Status = Pending.



4. Proceed to one of the follow up method sections:
   a. Follow Up During the LRC Meeting
   b. Follow Up via Scheduled Meeting
   c. Follow Up via a Note

6bi. Follow Up During LRC Meeting

Role = Region Clinical Workstream Worker

1. If follow-up can be obtained during the LRC meeting, it will be documented on the **LRC Case Review and Approval form** during the meeting. No additional note is needed and the Reactive Strategies form can be completed.

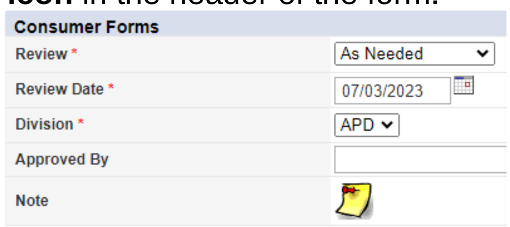
2. After the follow up section of the Reactive Strategies form is completed from the previous section, change the status of the form to Complete.

5. From the **File** menu, select **Save and Close Form**. Proceed to the LRC Meeting section.

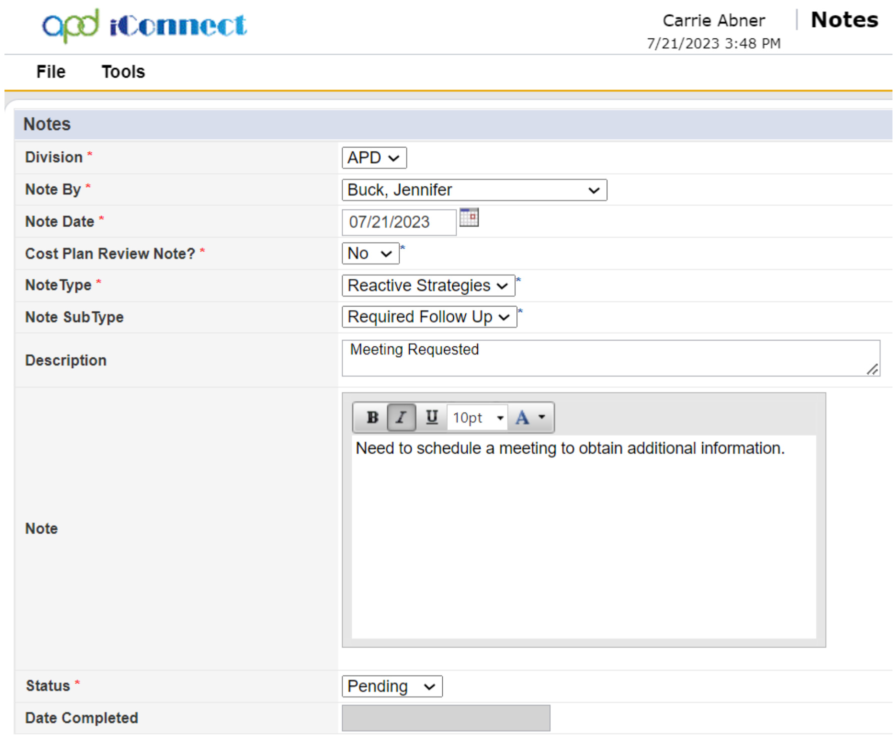
6bii. Follow Up via Scheduled Meeting

Role = Region Clinical Workstream Worker

1. If follow-up must be obtained from a meeting with the behavioral provider, the Region Clinical Workstream Worker will schedule a time to meet the behavioral provider to obtain additional information via a note. This is done from the **Note icon** in the header of the form.



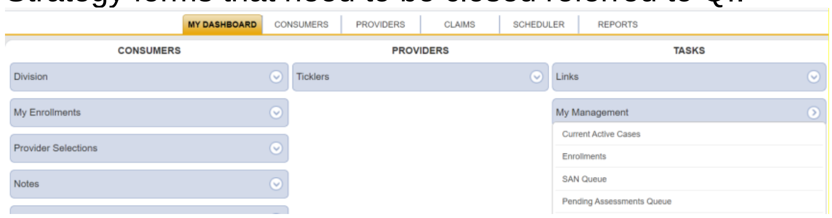
2. Click the **Note icon**. The Note Details page displays. Update the following fields:
   a. Cost Plan Review Note? = No
   b. Note Type = Reactive Strategies
   c. Note Subtype = Required Follow-up
   d. Description = Meeting Requested
   e. Note = additional details of the request
   f. Status = Pending
   g. Recipient = behavioral provider

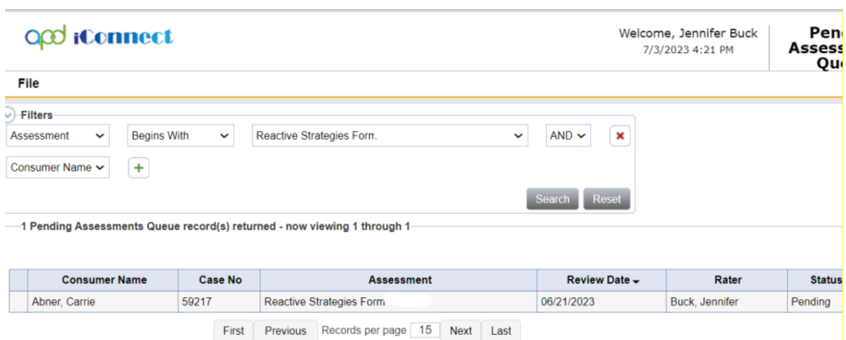


3. From the **File** menu, select **Save and Close Notes**.

4. The page refreshes and you're returned to the Reactive Strategies Form. From the **File** menu, select **Save and Close Forms**. Keep the form in Pending status. The form status will be changed to complete later in the workflow.

Note
The regional senior behavior analyst can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of **Reactive Strategy** forms that are pending follow up.
Filter by Filter by Assessment = Reactive Strategies Form Status = Pending.
If follow up details are never received, the senior regional behavioral analyst can use this queue to identify Reactive Strategy forms that need to be closed referred to QI.





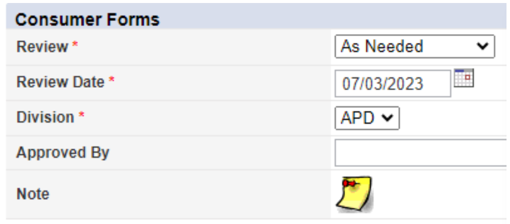
Role = Service Provider, Service Provider Worker

5. The behavioral provider monitors **My Dashboard > Notes > Pending** for incoming notes regarding the requested meeting.

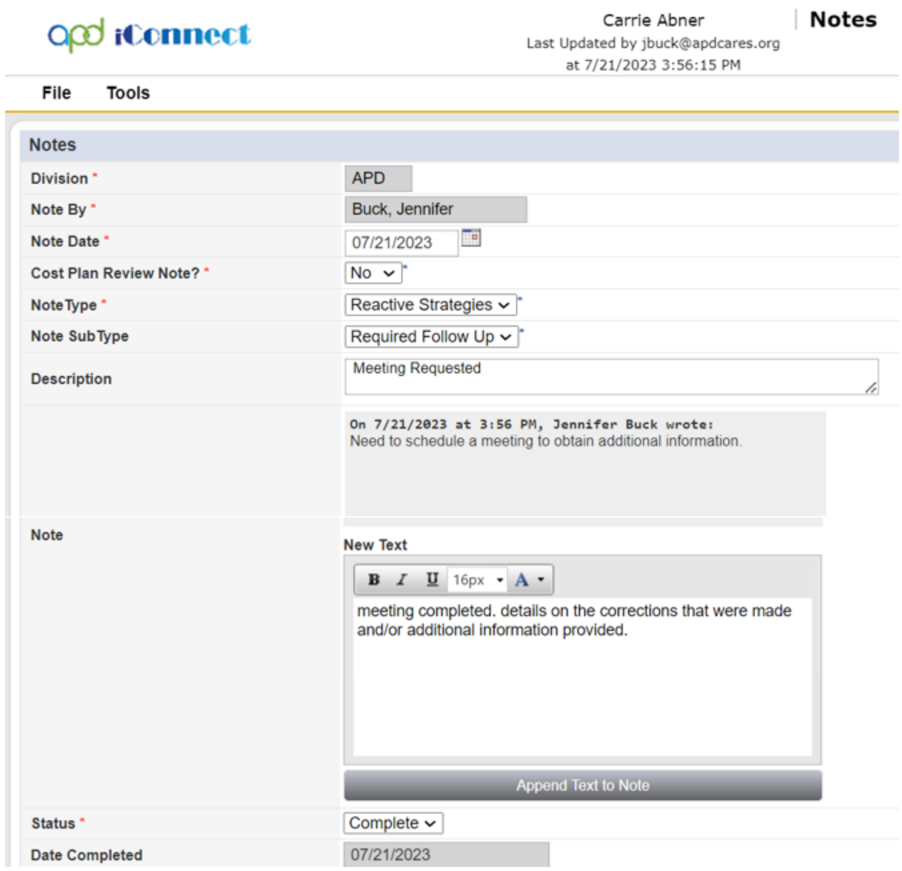
6. The behavioral provider meets with the regional senior behavior analyst and provides additional information.

7. The behavioral provider may also need to update the Reactive Strategies form depending on the outcome of the meeting. If applicable, navigate to the consumer's Forms tab. From the list select the **Reactive Strategies form** in Pending status. Update fields as needed. Leave the form in Pending status. From the **File** menu, select **Save and Close Forms**.

8. The behavioral provider will document information has been provided and/or updates have been made on the existing **Reactive Strategies > Required Follow Up** note. This is done from the **Note icon** in the header of the form.



9. Click the **Note icon**. The Note Details page displays. Update the following fields:
   a. Description = Update to Meeting Completed + mm/dd/yy
   b. Note = details on the corrections that were made or information provided. Click **Append Text to Note**.
   c. Status = Update to Complete
   d. Recipient = Region Clinical Workstream Worker



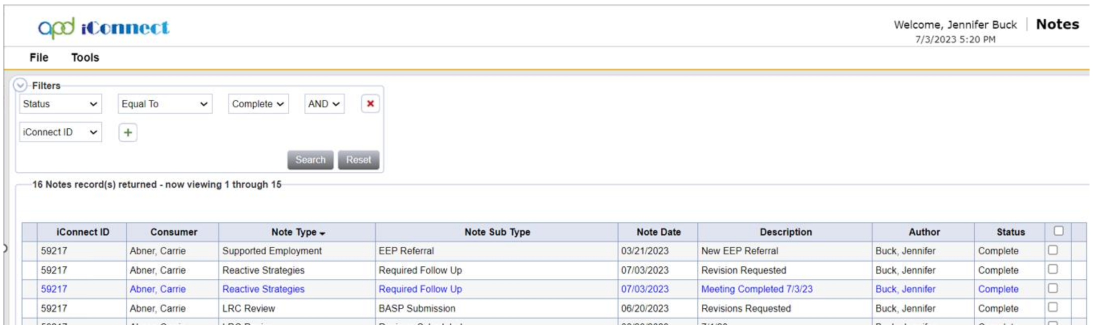
10. From the **File** menu, select **Save and Close Notes**.

11. The page refreshes and you're returned to the Reactive Strategies Form. Leave the form in Pending status. From the **File** menu, select **Save and Close Forms.**

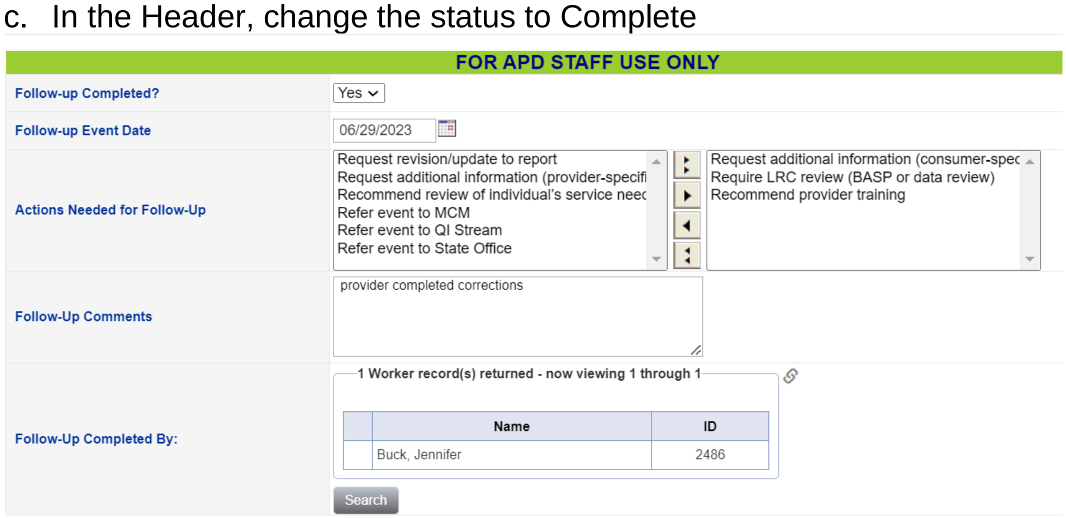
Role = Region Clinical Workstream Worker

12. The regional senior behavior analyst or designee will monitor **My Dashboard > Consumers > Notes** > **Complete** for incoming notes as notification the additional information has been provided.

13. The regional senior behavior analyst or designee will select the **Reactive Strategies > Required Follow Up** note from the list view and review the notes with the additional information.



14. The regional senior behavior analyst will complete the follow up section at the bottom of the Reactive Strategies form. Navigate to the consumers record and select the **Forms** tab. From the forms list view, select the **Reactive Strategies** form in Pending status. The Form Details page displays. Update the following:
    a. Actions Needed for Follow-Up = update if needed
    b. Follow-Up Comments = enter additional comments if needed
    c. In the Header, change the status to Complete



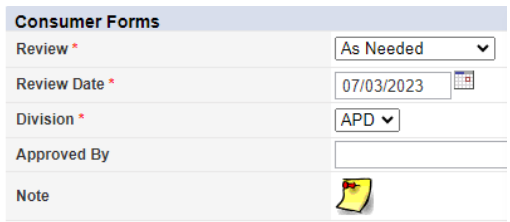
15. From the **File** menu, select **Save and Close Form**.

16. When the regional senior behavior analyst or designee runs the Provider Reactive Strategies report again, it will reflect the follow up has been completed.

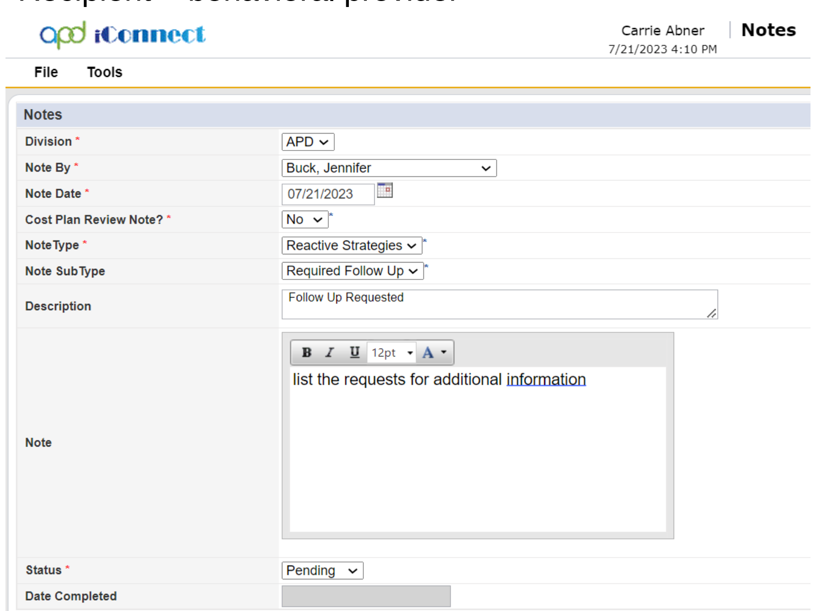
6biii. Follow Up via a Note

Role = Region Clinical Workstream Worker

1. If follow-up can be gathered from the behavioral provider from a note, the regional senior behavior analyst will communicate with the behavioral provider via a note in APD iConnect. This is done from the **Note icon** in the header of the Reactive Strategies Form.



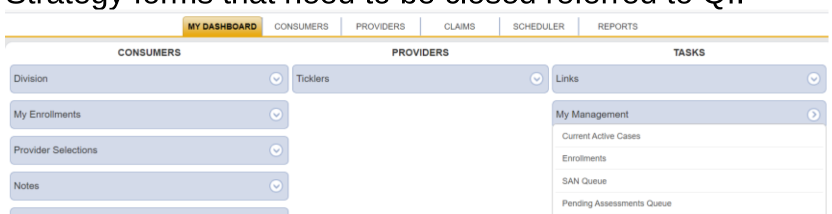
2. Click the **Note icon**. The Note Details page displays. Update the following fields:
   a. Cost Plan Review Note? = No
   b. Note Type = Reactive Strategies
   c. Note Subtype = Required Follow-up
   d. Description = Follow Up Requested
   e. Note = details of the follow up request
   f. Status = Pending
   g. Recipient = behavioral provider

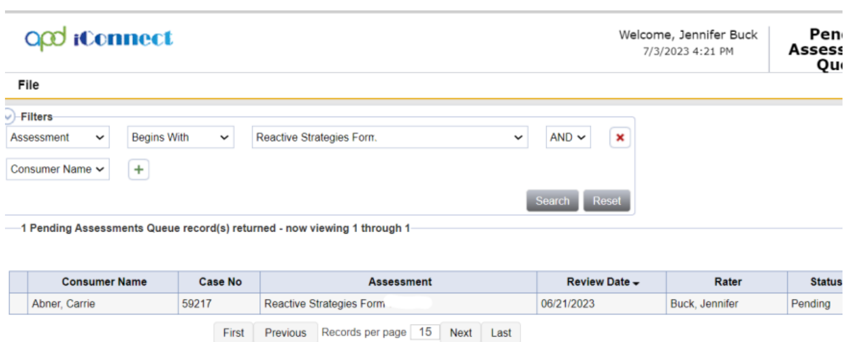


3. From the **File** menu, select **Save and Close Notes**.

4. The page refreshes and you're returned to the Reactive Strategies Form. From the **File** menu, select **Save and Close Forms**. Keep the form in Pending status. The form status will be changed to complete later in the workflow.

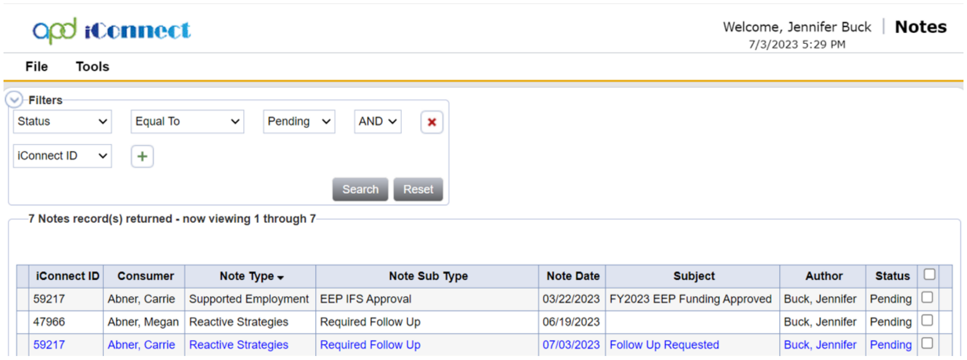
Note
The regional senior behavior analyst can use the Pending status to create a queue on **My Dashboard > Pending Assessments Queue** of **Reactive Strategy** forms that are pending follow up.
Filter by Filter by Assessment = Reactive Strategies Form Status = Pending.
If follow up details are never received, the senior regional behavioral analyst can use this queue to identify Reactive Strategy forms that need to be closed referred to QI.



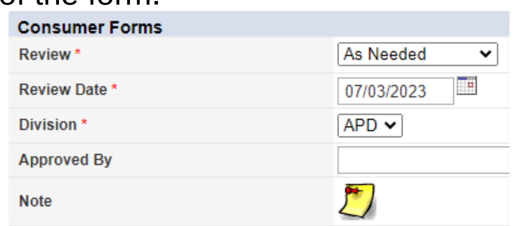


Role = Service Provider, Service Provider Worker

5. The behavioral provider monitors **My Dashboard > Notes > Pending** for incoming notes regarding the follow up request. The behavioral provider will review the Reactive Strategies note and provide the answers about the event in the same note.

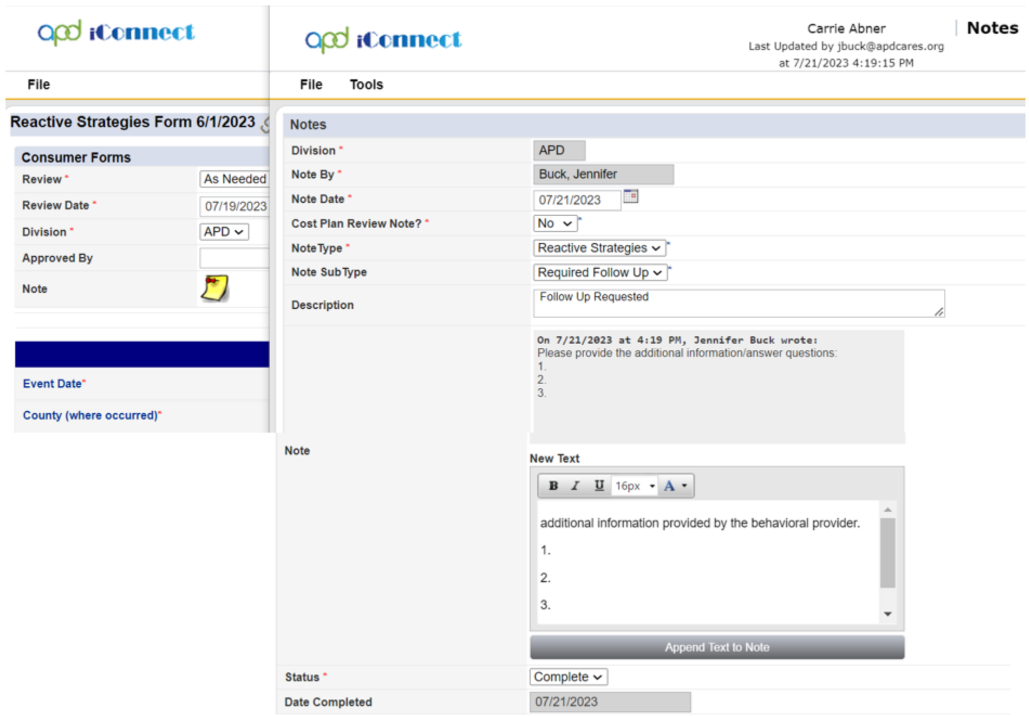


6. The reactive strategies follow up note is also accessible from the Reactive Strategies Form from the **Note icon** in the header of the form.



7. Click the **Note icon**. The Note Details page displays. Update the following fields:
   a. Note = answers questions/provides additional information about the event. Click **Append Text to Note**.
   b. Status = Complete
   c. Recipient = Region Clinical Workstream Worker or designee

8. From the **File** menu, select **Save and Close Notes**. The page refreshes and you're returned to the Reactive Strategies Form.

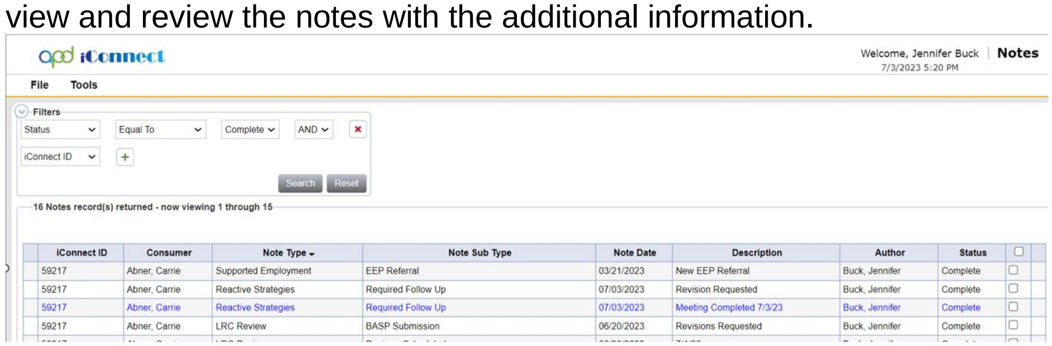


9. Leave the form in Pending status. From the **File** menu, select **Save and Close Forms.**

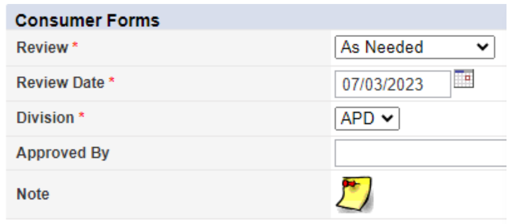
Role = Region Clinical Workstream Worker

10. The regional senior behavior analyst or designee will monitor **My Dashboard > Consumers > Notes** > **Complete** for incoming notes as notification the additional information has been provided.

11. The regional senior behavior analyst or designee will select the **Reactive Strategies > Required Follow Up** note from the list view and review the notes with the additional information.



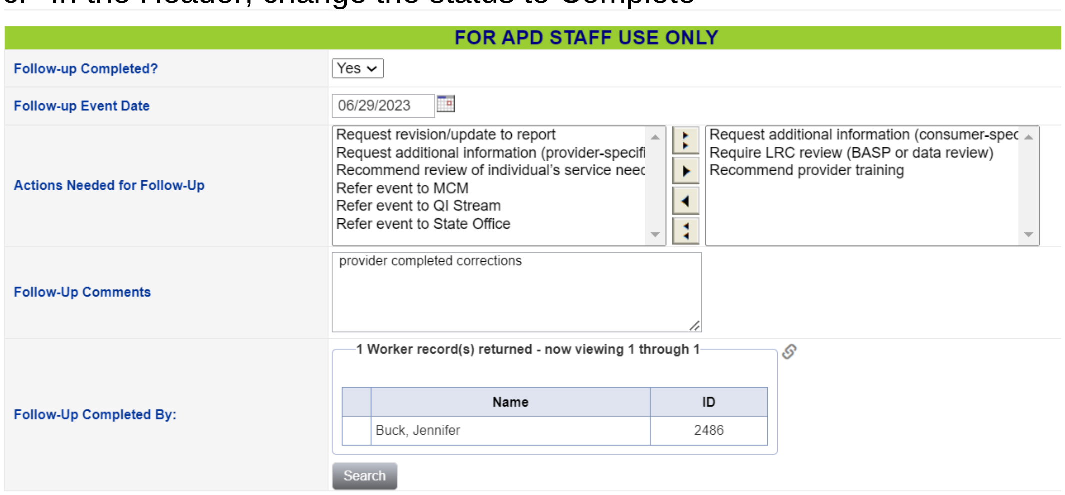
12. The reactive strategies follow up note is also accessible from the Reactive Strategies Form from the **Note icon** in the header of the form.



Consumer Forms	
Review *	As Needed
Review Date *	07/03/2023
Division *	APD
Approved By	
Note	

Click the **Note icon**. The Note Details page displays.

13. The regional senior behavior analyst will complete the follow up section at the bottom of the Reactive Strategies form. Navigate to the consumers record and select the **Forms** tab. From the forms list view, select the **Reactive Strategies** form in Pending status. The Form Details page displays. Update the following:
    a. Actions Needed for Follow-Up = update if needed
    b. Follow-Up Comments = enter additional comments if needed
    c. In the Header, change the status to Complete



FOR APD STAFF USE ONLY	
Follow-up Completed?	Yes
Follow-up Event Date	06/29/2023
Actions Needed for Follow-Up	Request revision/update to report Request additional information (provider-specifi Recommend review of individual's service neec Refer event to MCM Refer event to QI Stream Refer event to State Office — Request additional information (consumer-spec Require LRC review (BASP or data review) Recommend provider training
Follow-Up Comments	provider completed corrections
Follow-Up Completed By:	1 Worker record(s) returned - now viewing 1 through 1 Name: Buck, Jennifer — ID: 2486 Search

14. From the **File** menu, select **Save and Close Form**.

15. When the regional senior behavior analyst or designee runs the Provider Reactive Strategies report again, it will reflect the follow up has been completed.

7. State Office Reactive Strategies (RS) Event Follow-Up and CMS Reporting

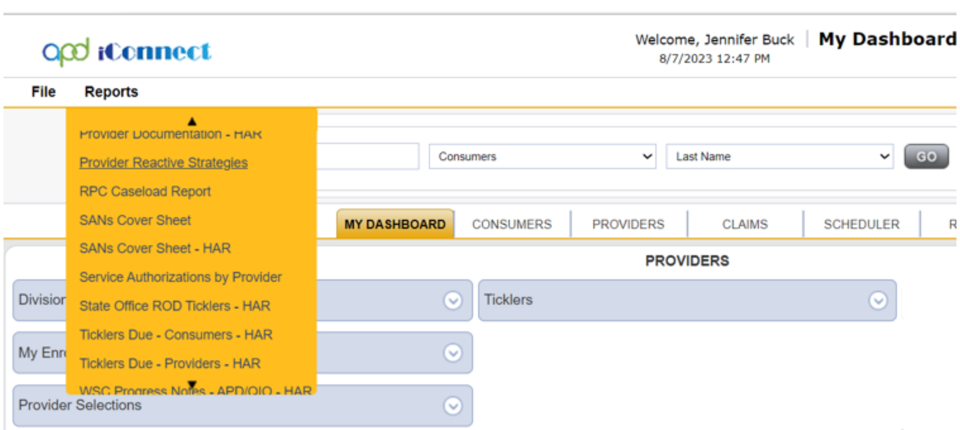
The APD agency senior behavior analyst may identify corrections or follow up needs that were not completed by the regional senior behavior analyst. The APD agency senior behavior analyst will notify the Region to work with the behavioral provider to complete the corrections and/or follow up according to the steps in the previous section of this manual.

The State Office staff Reactive Strategies (RS) Event Follow-Up and CMS Reporting process includes the following steps:

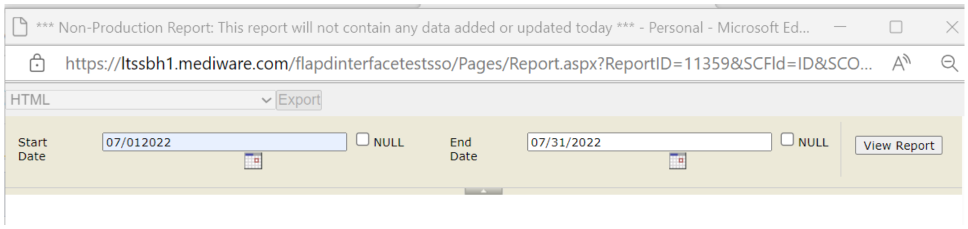
1. The APD agency senior behavior analyst runs the Provider Reactive Strategies report to identify events that require follow up that were not completed by the Region.
    a. This same report provides data to generate statistics and graphs for the quarterly CMS report.
2. Communicate with the regional senior behavior analyst or designee via a note if a correction is needed.
3. The regional senior behavior analyst will work with the behavioral provider to make the corrections on the Reactive Strategies form.

Role = State Office Worker

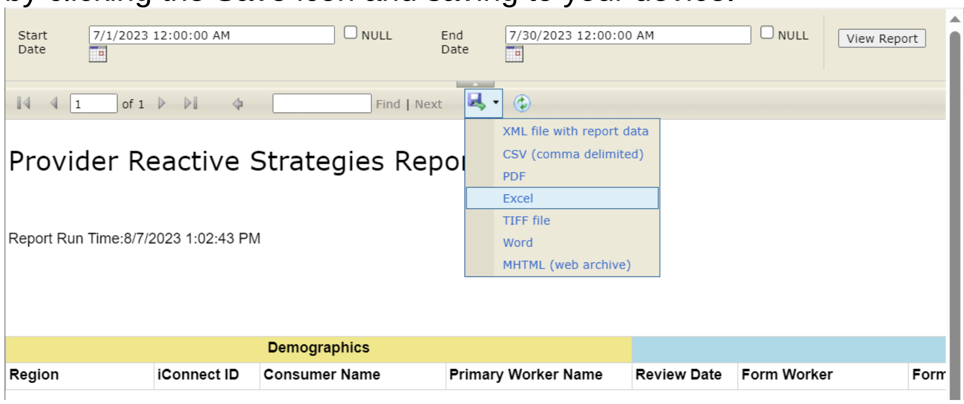
1. APD agency senior behavior analyst or designee runs the Provider Reactive Strategies report to identify events that require follow up. To run the report, navigate to **My Dashboard**. From the **Report** menu, select the **Provider Reactive Strategies** report.



2. A new window opens where the report filters are selected. Enter the date range you wish to review and click **View Report**.



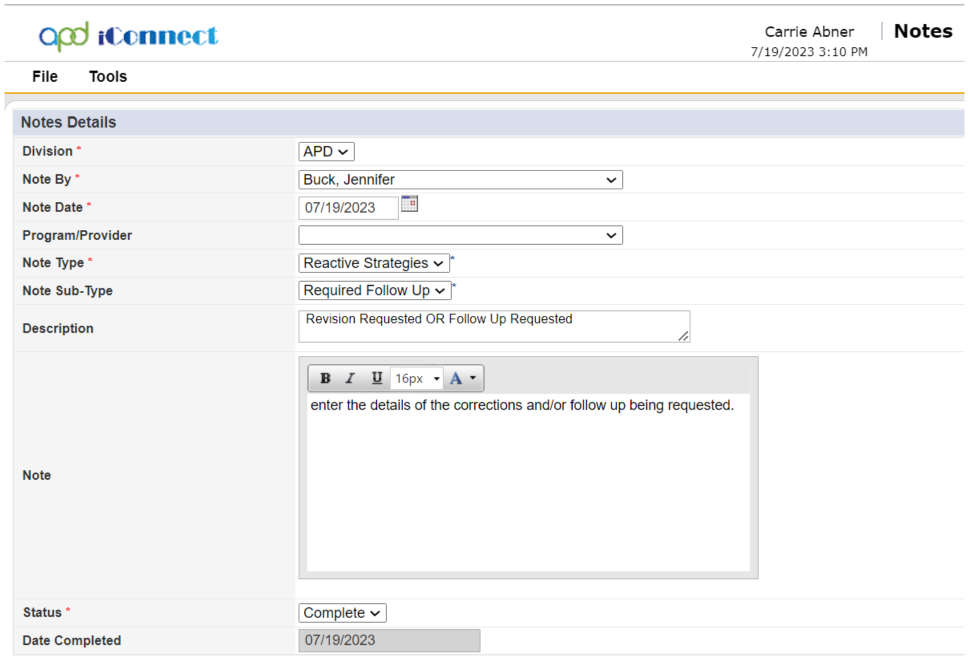
3. The results display on the screen and can be exported to Excel by clicking the Save icon and saving to your device.



Note
This same report provides data to generate statistics and graphs for the quarterly CMS report. The quarterly CMS report is created in Excel, outside of APD iConnect.

4. APD agency senior behavior analyst or designee will review the report and determine whether follow up is needed. Follow up is needed for events that exceed 60 minutes, or involve the death or injury of a consumer.)

5. The APD agency senior behavior analyst or designee will communicate the correction or follow up needs to the regional senior behavior analyst via a note in APD iConnect. Navigate to the consumers record and select the tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
   a. Note Type = Reactive Strategies
   b. Note Subtype = Required Follow-up
   c. Description = (insert Event ID) Revision Requested or Follow Up Requested
   d. Note = details of the corrections or follow up that is needed
   e. Status = Complete
   f. Recipient = regional senior behavior analyst



apd iConnect

Carrie Abner
7/19/2023 3:10 PM
Notes

File Tools

Notes Details

Division *	APD
Note By *	Buck, Jennifer
Note Date *	07/19/2023
Program/Provider	
Note Type *	Reactive Strategies
Note Sub-Type	Required Follow Up
Description	Revision Requested OR Follow Up Requested
Note	16px enter the details of the corrections and/or follow up being requested.
Status *	Complete
Date Completed	07/19/2023

6. From the **File** menu, select **Save and Close Notes**.

Role = Region Clinical Workstream Worker

7. The regional senior behavior analyst or designee will monitor **My Dashboard > Consumers > Notes > Complete** for incoming notes.

8. The Regional Senior Behavior Analyst or designee will select the **Reactive Strategies > Required Follow Up** note from the list view and review the note that corrections and/or follow up that is needed.

9. Proceed to Corrections Required section OR

10. Proceed to Follow Up During LRC Meeting section OR

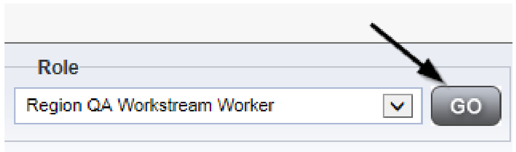
11. Proceed to Follow Up via Scheduled Meeting section OR

12. Proceed to Follow Up via a Note section.

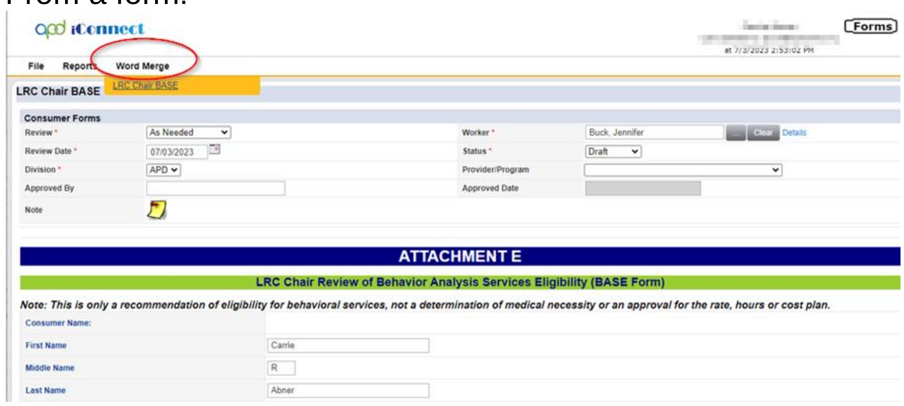
8. As Needed: Word Merges

Generating the Word Merge

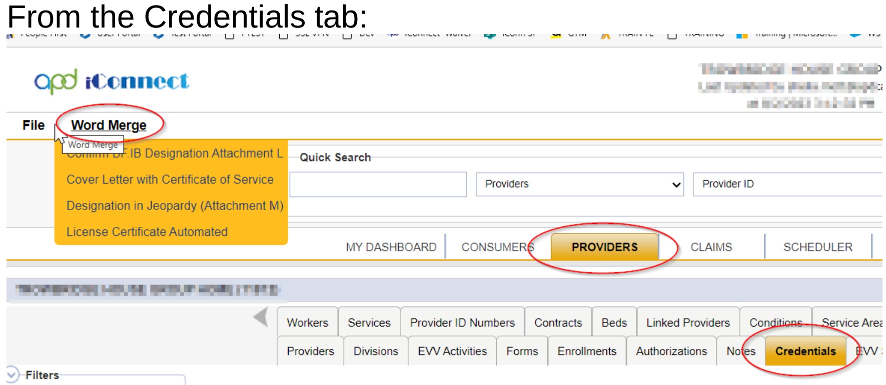
1. Set “Role” = Region QA Workstream Worker then click **Go**



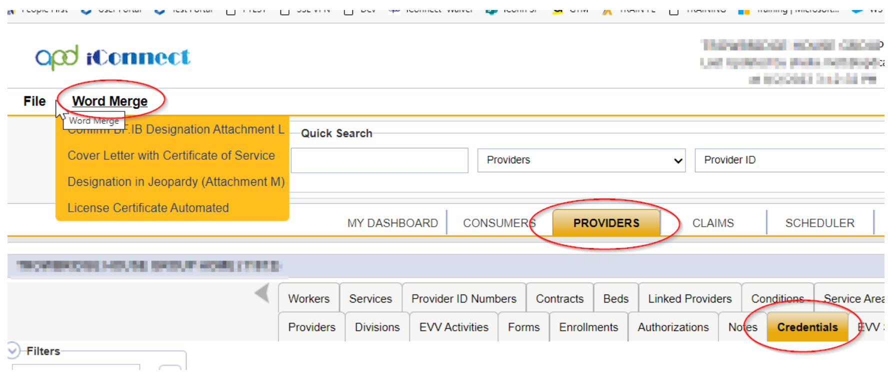
2. From the appropriate **Word Merge** menu based on the workflow, select the desired word merge.
    a. Examples of **Word Merge** menus
        i. From a form:



        ii. From the Credentials tab:



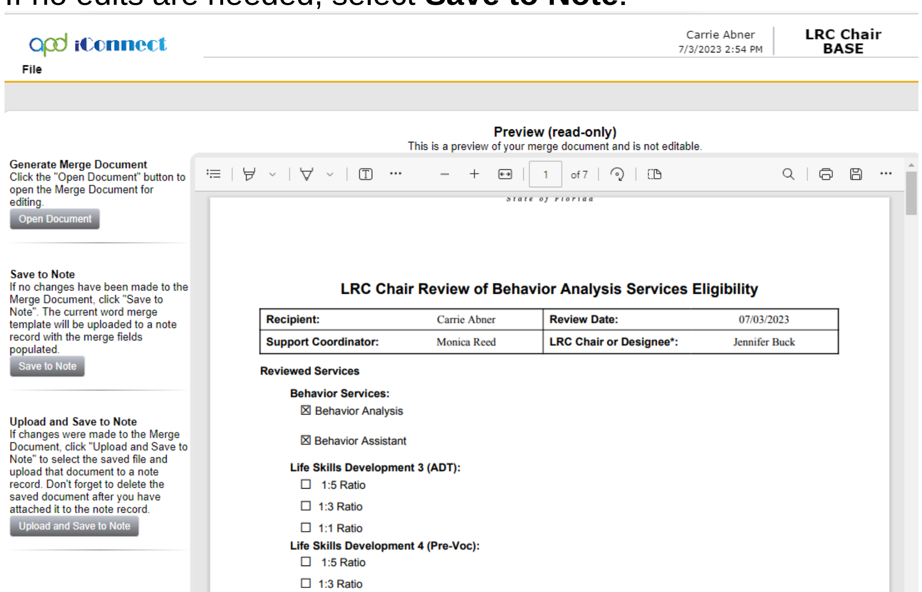
        iii. From the Providers tab:



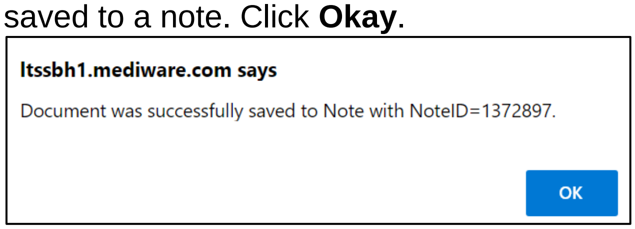
3. The Word Merge preview window displays.

No Edits Needed

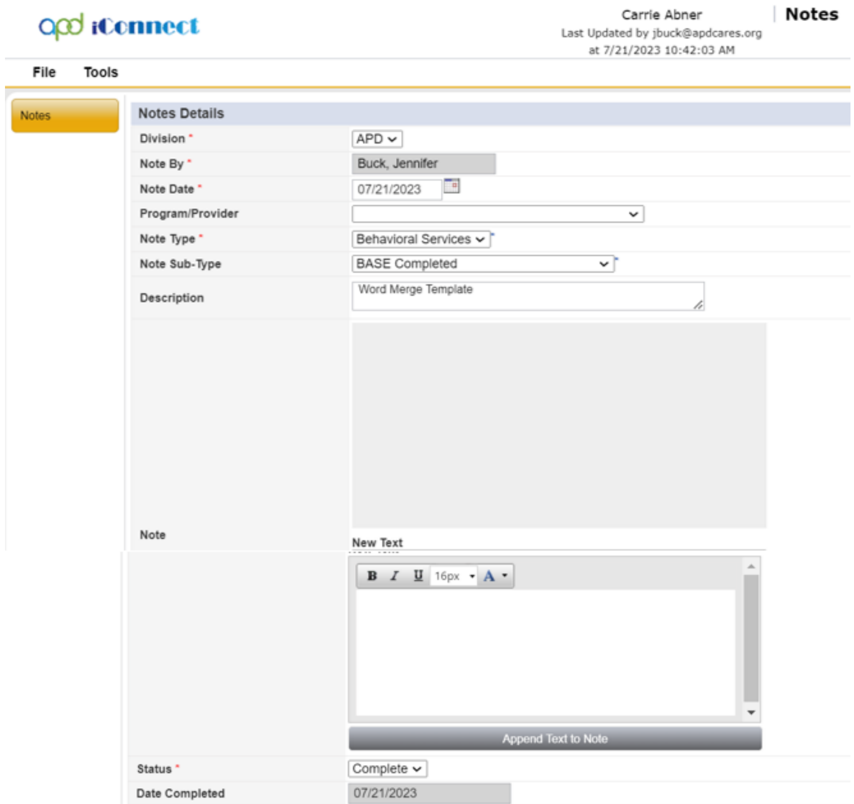
1. If no edits are needed, select **Save to Note**.



2. A notification message displays confirming the Word Merge was saved to a note. Click **Okay**.



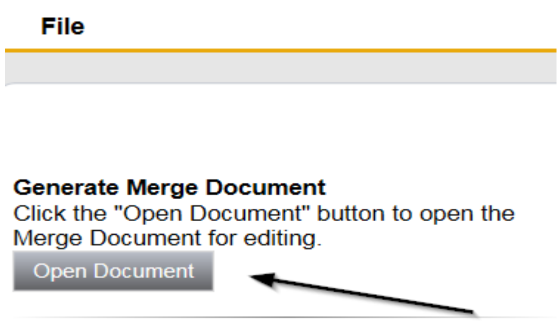
3. The Note Details page displays. Update fields per the associated workflow.



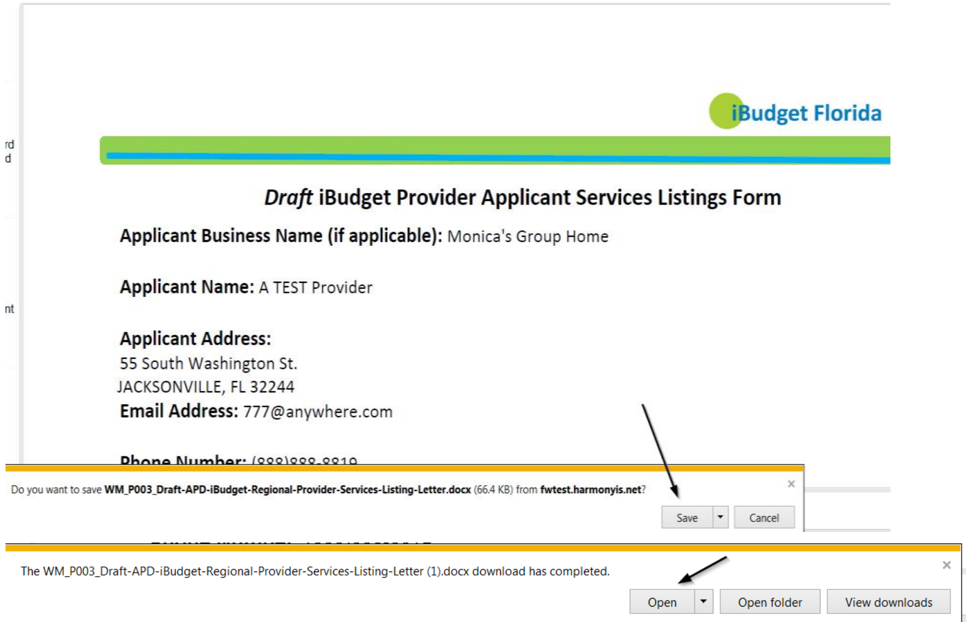
4. From the **File** menu, select **Save and Close Notes**.

Edits Needed

1. Select **Open Document** to open the Word Merge document for editing.

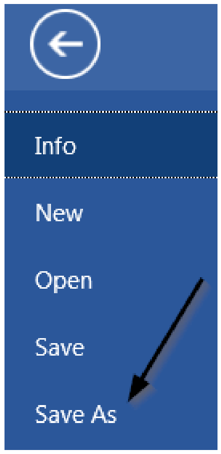


2. Save the Word Merge Document to the computer desktop by clicking the **Save** button and then **Open.**

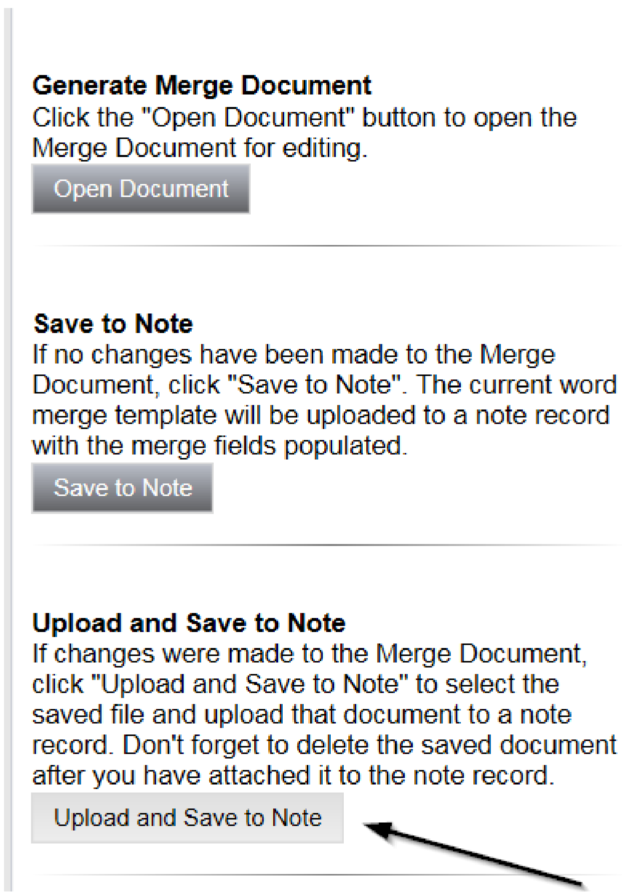


3. **Edit** the Word Merge Document as necessary.

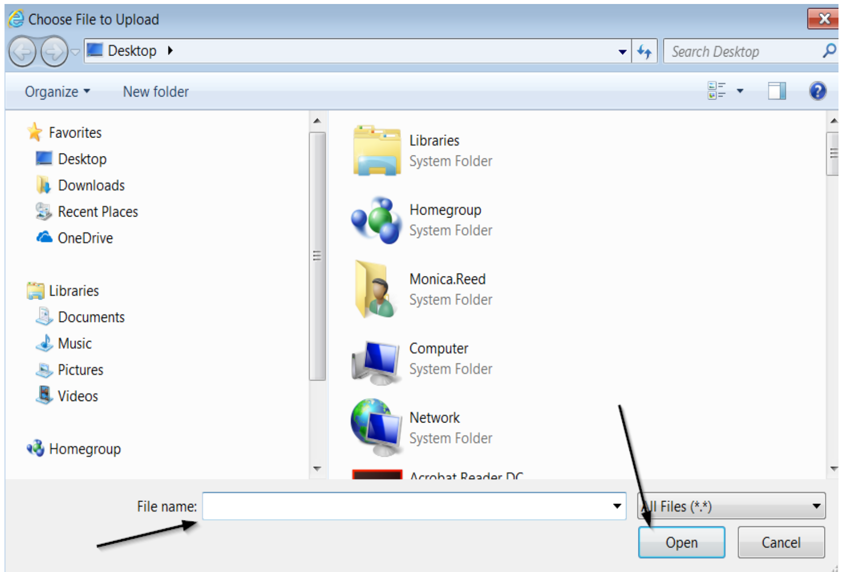
4. When finished with editing the Word Merge Document, click **File > Save as** to save the updated Word Merge to a specified folder on the user's device.

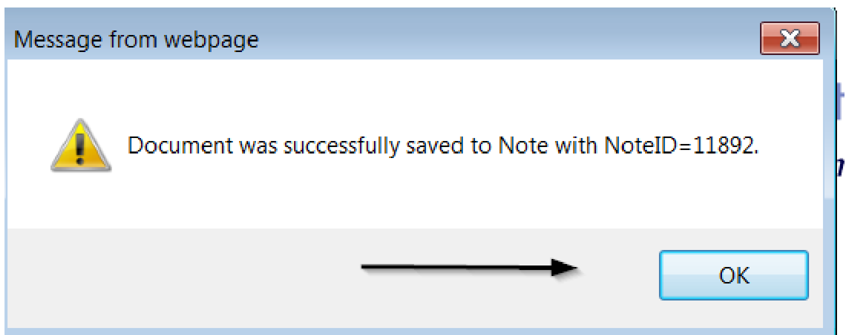


5. In APD iConnect, Click **Upload and Save to Note** after saving the word document.

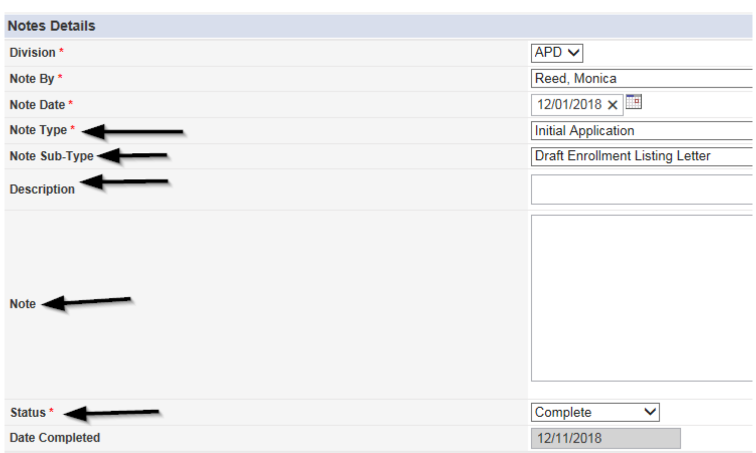


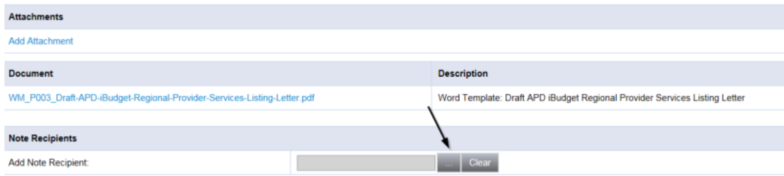
6. Select the file name on the device and then Click **Open** to open the word document and then click **OK** on the pop-up message box.





7. In the new Notes Detail Screen, update the fields according to the associated workflow.





8. When finished, click **File > Save and Close Notes**.