

Process to Dispute an Individual Support Level

HCBS-SLS

June 2009

1. The Community Centered Board (CCB) Case Management Director must submit 3 copies of the packet of information to request consideration of a Support Level change to the Division for Developmental Disabilities (DDD), attn: Support Level Change Request. This request packet must include the following information:
 - a. The Request for Support Level Redetermination form.
 - b. A copy of the Supports Intensity Scale (SIS) Interview and Profile Form.
 - c. A copy of the Support Level Calculation Sheet HCBS-SLS, Version 1 (5/1/2009).
 - d. A copy of the ULTC 100.2 Assessment.
 - e. A copy of the Benefits Utilization System (BUS) Service Plan, including either the DD Section or other Individualized Plan (IP) document.
 - f. The Level of Need Checklist (LON).

Note: if a person has significant needs on any section of the LON checklist, please provide specific comments to justify the Support Level requested.
 - g. Any additional assessments or other information that support the assertion that the Support Level determined by the Supports Intensity Scale and supplemental factors should be changed.
2. Upon receipt, DDD will review the request to ensure all required documentation is included. Incomplete requests will not be considered.
 - a. If the request is not accepted, DDD will send a letter to the Case Management Director explaining the reason.
 - b. If the request is accepted, DDD will convene a Review Panel comprised of individuals having a working knowledge of SIS and HCBS-SLS services.
3. At least one week prior to the review meeting, the Review Panel members will receive a copy of the packet that was submitted by the CCB Case Management Director.
4. The panel will review the request and make one of the following determinations:
 - a. Maintain the current Support Level;
 - b. Approve the new Support Level as requested on the Request for Support Level Redetermination form; or,
 - c. Approve a new Support Level that is different than requested.
5. The Case Management Director will receive written notification from DDD within 10 working days of the Review Panel decision.
6. **Decisions made by the DDD Review Panel are final.**
7. If the decision is to change the Support Level, the CCB will need to amend the IP Cover Sheet (IPCS), as necessary. The approval letter will include instructions on amending the IPCS.
8. If the review results in an increase to the Support Level, the increase will be retroactive to the date the complete Dispute packet was received and logged in by DDD, but not before July 1, 2009.
9. Specific directions regarding the process for billing adjustments to ensure correct payment at the newly approved Support Level from July 1, 2009 forward will be provided in the approval letter.