

Behavioral Support Services

Definition

Behavioral Support Services address problem behaviors of an individual by using validated practices to identify causes and appropriate interventions that prevent or reduce occurrence. Behavioral Support Services include functional behavior assessments and analyses; development of behavioral support plans; implementing interventions designated in behavioral support plans; training key persons to implement interventions designated in behavioral support plans; monitoring effectiveness of behavioral support plans and modifying as necessary; and educating family, friends, or service providers concerning strategies and techniques to assist the participant in preventing/controlling/modifying inappropriate behaviors.

Service Unit

Initial Behavioral Support Assessment: one unit is thirty (30) minutes

Additional/ongoing Behavioral Support Services: one unit is thirty (30) minutes

Refer to the current HASCI Waiver rate table for reimbursement amounts. *This can be accessed via the SCDDSN Application Portal >R2D2 >View Reports >Waiver >Service Rates >HASCI.*

Service Limit / Restrictions

Behavioral Support Services are limited to 16 units (8 hours) per day.

For a HASCI Waiver participant who receives Residential Habilitation, Day Habilitation, Prevocational Services, or Supported Employment Services, behavioral support services are a component of those services and included in the rate paid to the provider. If the participant needs Behavioral Support Services, the provider of Residential Habilitation, Day Habilitation, Prevocational Services, or Supported Employment Services must provide or obtain them.

Providers

Behavioral Support Services funded by the HASCI Waiver must be provided by:

- an individual enrolled with SCDHHS as a provider of Behavioral Support Services
- a DDSN-contracted provider of Residential Habilitation, Day Habilitation, Prevocational Services, or Supported Employment Services that currently serves a specific HASCI Waiver participant in need of Behavioral Support Services

Arranging and Authorizing the Service

If the Service Coordinator determines that a HASCI Waiver participant needs and requests Behavioral Support Services, the need must be clearly documented in the person's Support Plan, including the specific problem behaviors that need to be addressed.

Initially, a Behavioral Support Assessment must be arranged and authorized. The participant or representative must be offered choice from among available providers of Behavioral Support Services. Offering of choice and the provider selected must be documented in a Service Note.

Offering of choice of a Behavioral Support Services provider is not required if the participant is receiving Residential Habilitation, Day Habilitation, Prevocational Services, or Supported Employment Services. If a behavioral support assessment is needed, the provider of Residential Habilitation, Day Habilitation, Prevocational Services, or Supported Employment Services must provide or obtain it. For documentation and monitoring purposes, however, Behavioral Support Services are separately authorized to the provider.

After a provider is identified, the participant's Support Plan must be updated to clearly reflect the name of the service, the amount, frequency, and duration of the service, and the provider type. Budget information for the service must then be entered into the Waiver Tracking System (WTS).

To initiate the service following WTS processing, the provider must be authorized using the *Authorization for Behavioral Support Services Form* (HASCI Form 12M).

This can be accessed via the SCDDSN Application Portal >Business Tools >Forms >HASCI Waiver.

After the Behavioral Support Assessment has been completed, it must be reviewed by the Service Coordinator. If the assessment justifies additional or ongoing Behavioral Support Services, the participant's Support Plan must be updated to clearly reflect the name of the service, the amount, frequency, and duration of the service, and the provider type. Budget information for the service must then be entered into the Waiver Tracking System (WTS).

To initiate the service following WTS processing, the provider must be authorized using the *Authorization for Behavioral Support Services Form* (HASCI Form 12M).

This can be accessed via the SCDDSN Application Portal >Business Tools >Forms >HASCI Waiver.

Billing

For an individual enrolled with SCDHHS as a provider of Behavioral Support Services, the service must be Direct-billed to SCDHHS. This must be checked on the *Authorization for Behavioral Support Services* (HASCI Form 12M); a prior authorization number must be assigned.

For a DDSN-contracted provider of Residential Habilitation, Day Habilitation, Prevocational Services, or Supported Employment Services, Behavioral Support Services must be Board-billed to the participant's Financial Manager agency. This must be checked on the *Authorization for Behavioral Support Services* (HASCI Form 12M); a prior authorization number is not required.

- The provider agency is responsible for maintaining documentation that service was rendered for each unit billed.
- The Financial Manager agency must follow *Procedures to Report and Bill for Board-Based Services Provided to HASCI Waiver Recipients* to receive reimbursement from SCDDSN. *This can be accessed via the SCDDSN Application Portal >Business Tools >Forms >Finance Manual Chapter 10, Section 10-14.*

Monitorship

The Service Coordinator must monitor provision of each HASCI Waiver service received by a participant to:

- verify the service is being provided as authorized,
- assure the usefulness and effectiveness of the service,
- determine the participant's and/or representative's satisfaction with the service and service provider(s), and
- confirm health status and safety of the participant.

Monitorship includes:

- Contact with the participant and/or representative within two (2) weeks after beginning the service or beginning with a new provider of the service
- Contact with the participant and/or representative at least every three (3) months
- Contact with service providers as necessary to confirm health status and safety of the participant and appropriate provision of authorized services

Monitoring of HASCI Waiver services may be accomplished by the Service Coordinator during required bi-monthly contacts with the participant/representative and face-to-face visits with the participant at least every 180 days to monitor his or her Support Plan and health status. These contacts and face-to-face visits must be documented in Service Notes.

Behavioral Support Assessment must be monitored to ensure findings and recommendations address the behaviors that necessitated the assessment. These must also be reviewed with the participant or representative to ensure satisfaction with the Behavioral Support Services provider, especially if additional or ongoing service is recommended.

Additional or Ongoing Behavioral Support Services must be monitored by reviewing progress toward goals or intended outcomes of the participant's behavior support plan. The Service Coordinator must review progress notes from the provider to ensure that the services is being provided as authorized and continues to be useful and effective. It must be determined if progress is being made, and if not, what efforts the provider is making to promote progress or to modify the behavior support plan as necessary. The Service Coordinator must also review progress with the participant or representative to ensure satisfaction with the service and the Behavioral Support Services provider.

Information obtained during monitoring may lead to changes in authorized HASCI Waiver services, such as increased/decreased units, change of provider, or change to a more appropriate service.

Service Denial, Reduction, Suspension, and Termination

If a HASCI Waiver participant is denied a service that was requested or denied an increase in units of a service already authorized, the Service Coordinator must provide written notification to the participant or legal guardian, including reason for denial. Information concerning SCDDSN Reconsideration and SCDHHS Appeal must also be provided.

If a participant's authorized units of a HASCI Waiver service must be reduced, temporarily suspended, or indefinitely terminated, the Service Coordinator must provide written notification to the participant or legal guardian, including reason for the action. Information concerning SCDDSN Reconsideration and SCDHHS Appeal must also be provided.

Except when the action was requested by the participant or legal guardian or if the action is due to the participant's death, admission to a hospital or nursing facility, or loss of Medicaid and/or HASCI Waiver eligibility, there must be at least 10 calendar days between the date of notification and effective date of the action.

Written notification to the participant or legal guardian is made using the following forms, which are also used to notify each affected service provider of the action:

- *Notice of Denial of Service* (HASCI Form 11C)
- *Notice of Reduction of Service* (HASCI Form 11A)
- *Notice of Suspension of Service* (HASCI Form 11B)
- *Notice of Termination of Service* (HASCI Form 11)

These can be accessed via the SCDDSN Application Portal>Business Tools>Forms>HASCI Waiver.

When the action becomes effective, the participant's Support Plan must be updated and budget information in the Waiver Tracking System (WTS) must be adjusted accordingly. For service reduction or termination, excess or unused units must be deleted from the budget.