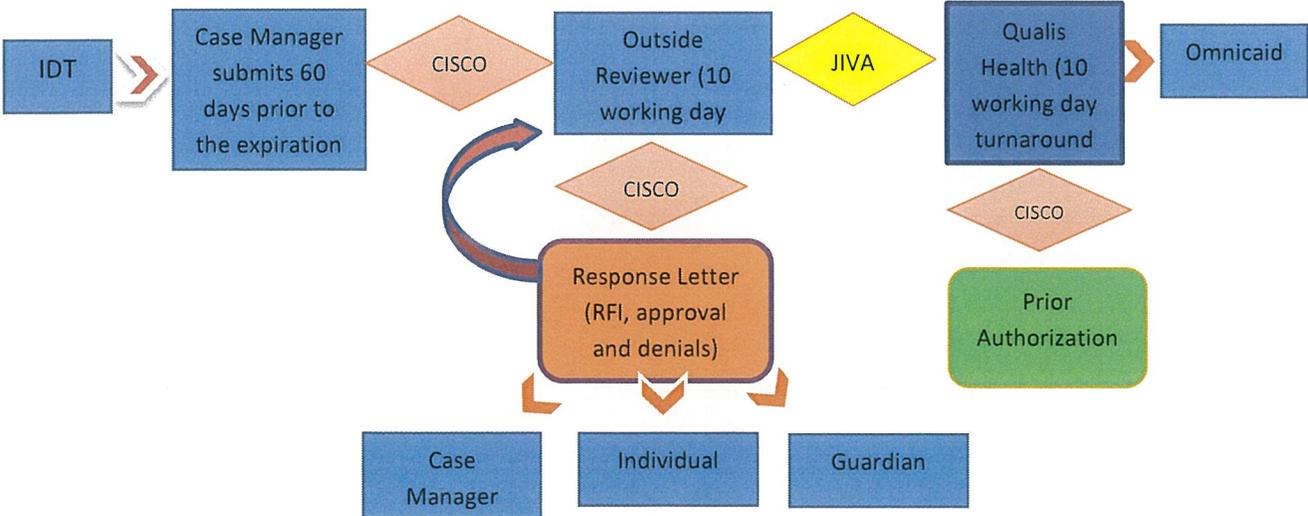


DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION
OUTSIDE REVIEW PROCESS

OVERVIEW OF THE OUTSIDE REVIEW PROCESS:

1. The interdisciplinary team (IDT) is responsible for compiling information to identify the needs of the Developmental Disabilities Waiver (DDW) participant and to clinically justify the request for services and corresponding budget.
2. The case manager is responsible for submitting the proposed Individual Service Plan (ISP) and budget to the Outside Reviewer (OR) approximately 60 days prior the expiration of the ISP.
3. The OR is responsible to review every proposed DDW ISP and budget within 10 business days of receipt. (The OR can only review submissions that are complete and technically correct.)
4. Submissions that are not complete with all required information/documentation and are not technically complete, are returned to the case manager by the OR as a request for additional information (RFI).
5. The case manager has 10 business days to respond to the OR on the RFI. If the requested additional information is received by the 11th day, the packet is clinically reviewed within 10 business days and the OR renders a decision. If the requested additional information is not received by the 11th day, the packet will be technically denied by the OR.
6. When the request is approved the OR sends the approved budget to the Human Services Department Third Party Assessor (TPA), Qualis Health. The TPA must enter the budget into the Medicaid Management Information System (MMIS,) Omnicaid, and issue a prior authorization to the case manager within 10 business days.
7. If there is a denial in part or whole, the OR’s decision must be in writing, identify the materials reviewed and reason for any denial of services. The DDW participant, case manager, and guardian (if applicable) will also be provided a notice of an opportunity to request a fair hearing.



ISP Month	Total number of ISPs	Percent of ISPs submitted late	Percent of ISPs with RFIs	Percent of ISPs out of turn-around time	Total approved ISPs
December	215	65%	88%	86%	215
January	168	30%	90%	67%	158
February	185	12%	91%	85%	187
March	200	33%	90%	83%	186
April	210	85%	74%	81%	213
May	225	93%	71%	50%	206
June	324	86%	71%	45%	328
July	290	43%	63%	47%	253
August	255	47%	56%	49%	213
September	223	46%	43%		192