

# Support coordinator quarterly meeting

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January 15, 2025

# Housekeeping

This meeting is being recorded.

Please mute your microphone.

Recording and slides will be available this Friday at:  
[dspd.utah.gov/support-coordinators/](https://dspd.utah.gov/support-coordinators/)

Questions? Type into chat.

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# Agenda

January 15, 2025

Announcements

DSPD updates

Legislative updates

Office of Service Review updates

Contract/rule updates

Finance team training

Partner updates (HSRI)

Q/A

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# Announcements

## Community Based Housing Allowance Program

Support coordinator's role in the process.

Training link will be shared in chat.

## Announcements

**Office of Homeless Services** received \$8 million in HUD funding for Section 811 Project Rental Assistance.

This program will provide rental subsidies for people with disabilities aged 18-61.

We will keep you posted on updates as they are available.

# Announcements

Take the e-learning course: Supporting a Vision for Employment.

- Available to contracted support coordinators at no cost
- Fills part of the yearly requirement for professional development training.
- Course runs now through February 14

## Announcements

**Echo training:** Builds awareness and skills around healthy relationships and sexuality.

Provided by the Institute for Disability Research, Policy and Practice.

For adults with disabilities, family members, and professionals who serve individuals with disabilities

# Announcements

## Marketing:

If you receive marketing from providers, remind them to go through proper ISO channels.



# DSPD updates

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## DSPD updates

Log note statement generator tool is now live in USTEPS.  
How is this working for you? Is it saving time?

Thank you for the feedback you provided on the provider contract. This feedback is being considered, and we are planning an amendment in March.

# Legislative updates

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# Legislative updates

- **2025 General Legislative session starts Tuesday**

Items in governor's recommended budget:

- **\$11.17 million** to meet increasing needs/serve youth transitioning from Child and Family Services and Juvenile Justice and Youth Services
- **\$5.45 million** to bring about 345 people into services.
- **\$2.67 million** to support competitive integrated employment for people with disabilities

# Office of Service Review updates

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# Office of Service Review updates

James Moss - new OSR Community Quality Manager

OSR is working with the Office of Procurement and Contract Management to create a survey about insurance challenges/barriers from DHHS agreement partners.

- This will allow us to have educated discussions on insurance requirements in our contracts.
- Please participate in this survey when it is sent out.

# Contract updates

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# Contract/rule/manual updates

A Request for Information (RFI) was sent to all support coordinators to solicit input for the SCE contract renewal effective July 1, 2025.

The email should be from SCIQest or the DSPD contracts team. If you don't see it, check your spam folder. If you still can't find it, contact [dspdcontracts@utah.gov](mailto:dspdcontracts@utah.gov).

**Response deadline:** January 22, 2025



# Finance training

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# Finance updates - caregiver comp

All caregiver comp codes limited to 40 hours/week

- Overtime is not allowed
- Applies to both person receiving services and the caregiver

# Finance updates - caregiver comp

Caregiver comp can not be billed at the same time as another service

- Service provided is a 1:1 code
- If caregiver compensation is paid during the same time as other services, the excess caregiver compensation has to be paid back to DSPD.

## Finance updates - caregiver comp

If a parent, step-parent, guardian or spouse provides paid service, the caregiver compensation codes are the only codes that should be used.

## Finance updates - caregiver comp

If using the provider model, providers are responsible for:

- Completing monthly summary
- Submitting it to the support coordinator
- Making sure the attestations are completed each month

They are not required to use the template on the DSPD website, but the same information must be included.

## Finance updates - caregiver comp

Caregiver comp is a supported living code or attendant care code, and must meet the requirements of those scope of works.

Service provided can only be billed for:

- Skill building or goal-oriented activities

It cannot be used to provide:

- Respite care or other activities that are not skill-building or goal-oriented

# Finance updates - caregiver comp

Caregiver compensation is a restricted code.

- Funding cannot be moved from other service codes to fund caregiver compensation
- DSPD staff are completing reviews to make sure the funding allocated in the person-centered support budget matches the funding approved by the RFS committee.

# Finance updates - caregiver comp

Finance team offers training every month.

- Geared toward new providers
- Support coordinators welcome to attend
- Topics include invoicing and billing procedures, request for services, budget worksheets, and Q/A time.

Reach out to [kristencornia@utah.gov](mailto:kristencornia@utah.gov) for details on these trainings.



# Division of Services for People with Disabilities



Support coordinator finance training

# DHHS vision

The Department of Health and Human Services will advocate for, support, and serve all individuals and communities in Utah. We will ensure all Utahns have fair and equitable opportunities to live safe and healthy lives. We will achieve this through effective policy and a seamless system of services and programs.

**Ensure all Utahns  
have fair and  
equitable  
opportunities to be  
healthy and safe.**

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# Welcome and goals of the training

Support coordinators will understand the following:

- The support coordinator's role in the DSPD payment process
- Compliance with requirements for:
  - Medicaid policy and billing
  - Contracts
  - Licensing
- Emergency situations, including training on HB 125

# DSPD payment process

Contractor

Contractors submit payment after ensuring the accuracy of service, dates, rates, and other information.

Support coordinator

The support coordinator reviews and approves payments.

Payment specialist

The DSPD payment specialist reviews the payment and gives the final approval.

# Support coordinator payment approval

The support coordinator reviews payment submissions for the following information:

- That the services submitted were delivered
- The amount of services invoiced is accurate
- There are sufficient funds in the person's budget to cover the invoice
- Units submitted are not for duplicate services
- Services delivered are in compliance with Medicaid, contract, and licensing requirements

# Support coordinator responsibilities

- Validations are in USTEPS to make sure providers can only bill for services they are contracted to provide.
- Support coordinators should make sure a person's plans are updated in a timely manner. Work with providers to make sure invoices are submitted in a timely manner. Both of these processes help validate that services are being provided in accordance with contract.
- When services are provided outside of contracts, there is no guarantee of payment to providers.

# Payment processing deadlines

- DSPD must receive billings from providers by Tuesday at noon.
- The weekly deadline for payments to be approved by both support coordinators and DSPD finance staff is Wednesday at 4 p.m.
  - If the weekly deadline is on a state holiday, this date may change.
- Any payment submitted to CAPS by the deadline is paid the day after the payment deadline. This date may differ due to state holidays.
- Payments submitted after the deadline will be paid the following week.
- Support coordinator approval must be in the system for payment to be processed.

# **Medicaid policy and billing requirements**

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Support coordinators are responsible to:

- Make sure information is correct in USTEPS
- Work with people and their families on completing annual reviews and spend downs



# Correct billing submission information

Please make sure the following information is correct for each person in

USTEPS:

- Person's name
- Person's date of birth
- Person's diagnosis or diagnoses
- Contractor is open for the services provided
- Person is waiver and Medicaid eligible
  - Spend down has been met, if applicable
  - Annual Medicaid review has been completed

# Medicaid annual review information

The person, their representative, support coordinator, and family must work to make sure all required documents have been submitted to the Department of Workforce Services (DWS) for eligibility reviews.

Annual review forms and documents are due to DWS by the 19th of the month. Document must be submitted before the deadline to make sure the reviewer has time to process information and provide feedback if information is missing.

Required information generally includes, but is not limited to:

- Current bank statements for all accounts
- Current life insurance cash values
- If employed, current check stubs
- Trust accounting for the past 12 months for special needs trust
- Health insurance premium verification

# Medicaid spend down information

The monthly spend down must be paid on or before the 10<sup>th</sup> of the month following the coverage month being paid for (e.g. a September spend down is due by October 10).

Expenses that may qualify for Medicaid spend down include medical bills, transportation to medical appointments, medical expenses, and health-related home renovations such as chair lifts or wheelchair ramps.

File the 114AR and 114MC with DWS so you can receive spend down and annual review notifications.

# Contract requirements

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Support coordinators are responsible to understand Scope of Work (SOW) requirements for service provision so they can provide proper oversight.

# Contract billing submission

## requirements

From DHHS91172 Contract:

- Contractor must submit all billings and claims for services rendered during a given billing period no later than 20 days after the last day of that billing period.
  - Except that the contractor must submit all billings for services performed on or before June 30 of a given fiscal year no later than July 14 of the following fiscal year, regardless of the contractor's billing period or the contract termination date.
- DHHS may reject any invoice or claim for payment or reimbursement if the provider submits it after the dates required in the contract.

# Billing periods

- A billing period is the month within which specific dates of service are provided.
  - Invoices for Self Administered Services must reflect the specific dates the services were delivered within that month.
  - Invoices for monthly service, like fiscal management services (FMS), can span the full month.
  - Pending payment invoices cannot be submitted in the same month in which the service is delivered. For example, the first day invoices for services provided in March can be submitted is April 1.

# Contract 1056 requirements

From DHHS91172 Contract:

The contractor shall approve or reject the DSPD Service Authorization Form 1056 ("1056") through UPI within 15 business days of the creation of a new or adjusted 1056;

The contractor shall not:

- Bill DSPD for any services prior to receiving an approved 1056.
- Accept verbal approval from the person's support coordinator to provide or bill for an services outside of the approved 1056.

# Contract issues related to Medicaid

From DHHS91172 Contract:

The contractors shall not bill DSPD for any days when the person is an inpatient in a hospital. The contractor may bill and be paid for the date of the person's discharge.

Contractors shall not bill for any services while a person is in a nursing facility or intermediate care facility for people with intellectual disabilities.

Contractors shall not bill DSPD for any services that are covered by the Utah Medicaid State Plan.



# Medicaid state plan

- The Medicaid state plan includes the health care services covered through the person's Medicaid card, outside of DSPD services.
- You can call a Medicaid health program representative at 1-966-608-9422 to help you understand Medicaid state plan benefits.
- More information can be found on DHHS Division of Integrated Health's [website](#).

# Contract issues related to other agencies

From DHHS91172 Contract:

Contractors shall not bill for any of the following:

- Services available under, or funded by The Utah State Office of Rehabilitation under the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act
- Services provided to the person and paid for by the State of Utah Division of Vocational Rehabilitation
- Services provided to the person and paid for by the person's Local Education Authority

# Contract issues and duplicate

From DHHS91172 Contract:

Multiple services may not be billed at the same time during the same day with the exception of the following services:

- Behavior Consultation I, II, and III (BC1, BC2, BC3)
- Professional Medication Monitoring by a Licensed Practical Nurse, or by a Registered Nurse (PM1, PM2)
- Personal Budget Assistance (PBA)
- Professional Nursing Service I and II (PN1, PN2)
- Any other service that contains elements of service provision that are billable when provided outside the person's presence

# Additional contract issues

From DHHS91172 Contract:

The contractor shall not bill DSPD for transportation of the person under a transportation or mileage code (such as MTP)

- To medical appointments or a medical facility
- If practical or safe transportation is available from any other source
- If the individual service code description includes transportation

Contractors shall not bill DSPD for the cost of facility or vehicle maintenance, upkeep, or improvement.

Contractors shall not bill DSPD for the person's rent, utilities, food, or other personal needs.

# Licensing & certification requirements

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Support coordinators need to make sure the person's services are qualified and meeting their needs. When looking for a new service placement, part of assessing the fit for the person is also verifying that the placement is a licensed or certified site.

# Licenses and certifications

- Providers must possess the appropriate license and certification required by federal and state law.
- License or certification requirements vary based on the services being delivered.
- Contracted providers can refer to their contract, Medicaid Provider Manual, or to the Department of Health and Human Services, Office of Licensing (OL) to understand which license or certification is required.
- If support coordinators are concerned about the status of a license or certification for a provider, they can reach out to the Office of Service Review (OSR) at [OSRprovider@utah.gov](mailto:OSRprovider@utah.gov) to report their concerns.

# Office of Licensing (OL)

- OL completes the review and licensure/certification of all new and renewal sites for each provider
  - License and certification information can be found at OL's website at [dlbc.utah.gov](http://dlbc.utah.gov)
  - OL has a public facing portion of their website that allows public access in relation to active licensed programs — [ccl.utah.gov/ccl/#/facilities](http://ccl.utah.gov/ccl/#/facilities)
  - Certified programs have protected information that is not public facing
- Please make sure addresses are kept up to date in USTEPS to help facilitate this process.

# Division of Child and Family Services (DCFS)

Contractors who provide professional parenting services (PPS) to people in DCFS custody must obtain a child placing foster license first.

**Being a contracted DPSD provider does not automatically grant the provider the license to serve DCFS clients. Services provided without a child placing foster license may result in a decline of payment.**



# Division of Child and Family Services (DCFS)

The following service codes are restricted to be only provided to individuals as part of the DCFS/DSPD state match agreement:

- Companion services (COM, CO1)
- Homemaker services (HSQ, HS1)
- Personal budget assistance (PBA)
- Respite services (RP1-RP8)
- Supported living (SLH, SLN, CM2, CM3, CMP, CMS)
- Family training and preparation (TF1, TFA, TFB)
- Transportation services (MTP, DTP, UTA)

# Division of Child and Family Services (DCFS)

In emergency situations that involve joint DSPD/DCFS clients, support coordinators must reach out to the DSPD state match specialist at [DSPDstatematch@utah.gov](mailto:DSPDstatematch@utah.gov).

Both support coordinator and DSPD state match specialist are required to include log notes about any decisions that are made.

DSPD/DCFS clients should not be placed in settings where the child placing foster license is not in place.

# Division of Child and Family Services (DCFS)

Child Placing Foster Care requirements include:

- Submit an application.
- Clear a criminal background check.
- Complete the preservice training course with Utah Foster Care.
- Submit a medical form from your doctor.
- Provide income/financial documentation.
- Provide names and addresses of 3 to 4 references.
- Provide proof of certification in CPR and first aid.
- Submit proof of car insurance.
- Submit a copy of your marriage license (if applicable).
- Provide immunization records for all household members (this is only required if you would like to be considered for placement of infants under 2 months of age or other unimmunized children of any age).

# **Human Service Procurements HB 125**

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HB 125 was enacted in the 2024 general session and grants DHHS authority to conduct procurements for human services and creates new procurement processes.

# Human services procurement item

- A human services procurement item is used to provide services or support to a child, youth, adult, or family.
- Client services costing less than \$50K per payment request with the correct DSPD approval may be purchased without a contract.
  - DSPD may enter a contract if deemed necessary.
- Client services costing greater than \$50K per payment request with the correct DSPD and Office of Procurement and Contract Management (PCM) approval may be purchased without a contract.

# Human services procurement item

- For purchases less than \$50,000, the following process will be used:
  - The DSPD Request for Services (RFS) procedure will be followed, including the emergency RFS process when applicable.
  - If payment is needed in an emergency situation where the RFS process is unable to be used due to time constraints, the DSPD Direct Purchase Request form will be filled out and approved by the division director or assistant division director, and finance administrator.
- Purchases over \$50,000 will require the Department Direct Purchase Request form to be filled out and approved by the division director and PCM.
- Please reach out to [dspdinfo@utah.gov](mailto:dspdinfo@utah.gov) to obtain the needed forms.

# Human services procurement item

## **DSPD has authorized this process for the following situations:**

- Medical, dental, behavioral, psychological, psychiatric, or substance use evaluation and treatment for a person
- Assistance payments on behalf of a person that are intended to keep the person out of a higher level of care or prevent or reduce the need for additional department services, including but not limited to:
  - Supported employment technology services to reduce dependence on supported employment services
  - One-time purchases for start-up costs, environmental adaptations to the home or vehicle, and specialized medical and assistive technology needs
  - Payments to ensure health and safety needs are met during crisis, such as hotel placements

# Human services procurement item

- Services for which the person receiving the services has the right to choose the person who provides the services
- Services for which the department makes a written determination, made available to the public, that the person's need to receive services from a particular provider outweigh the public interest in issuing a competitive procurement
- Residential treatment services for a person after all providers under contract from a competitive procurement are exhausted.



**For more information contact  
[dspinfo@utah.gov](mailto:dspinfo@utah.gov)**

# USTEPS

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# USTEPs updates

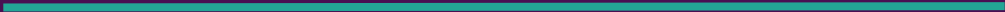
# Person-centered planning

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# Partner updates

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**Q/A**



**Next support coordinator quarterly:**

11:30 a.m. to 1 p.m.

Wednesday, April 16, 2025

**Next family and self advocate quarterly:**

Wednesday, February 5, 2024

Day: 11:30 a.m. to 1 p.m.

Evening: 6:30 to 8 p.m.