

Addition of New Services to Person Centered Service Plan (PCSP)

If the member is requesting new services to the PCSP or had a recent change in circumstances:

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Member will contact CC to discuss new services needed and CC will schedule a revision to the PCSP to include provider and new services.

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CC will follow up with the provider to discuss new service need and action plan.

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CC will update the PSCP and supervisor will review. Updated plans will be sent out to member/provider(s).

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If DD: Provider submits budget & any supporting documentation. Addendum form created for PA and reviewed by Empower MD. Waitlist members will need extensions after limits are met.

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If BH: Provider submits requested services via prior authorization or extension of benefits starting 09/01/19

If the provider is requesting new services to the PCSP or a member had a recent change in circumstances:

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CC will receive an alert from Empower's UM team that new services have been requested, but are not included on the current PCSP.

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CC will contact member/provider to schedule a PCSP meeting as soon as possible.

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CC will alert UM team of date/time of scheduled PCSP meeting.

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CC will meet with member/provider for PCSP meeting.

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CC will update the PSCP and supervisor will review. Updated plans will be sent out to member/provider(s).

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UM team will review documentation and will notify provider of determination of services.