Frequently Asked Questions:
IDD Connects System

This FAQ document will continue to be reviewed and updated frequently in order to provide the most current and pertinent information.

General Questions

Q. Is there a repository of training materials that were used during the pre-go-live trainings that users can still access?

A. Yes, there are a number of PowerPoint presentations and recordings available on the Georgia Collaborative ASO website at this Link. In addition, there is a Bi-Weekly Provider call and Providers can register for those calls here. In addition, there are Bi-Weekly Support Coordination meetings available, which address new releases, bug/defect fixes, and enhancements made in IDD Connects.

Q. Will Users have access to print the training materials and IDD Connects User Guides, which are located on the Georgia Collaborative ASO website?

A. The IDD Connects User Guides are available on the Georgia Collaborative ASO website as a resource as well as recordings for specific user roles at this Link, which the User is able to print.

Q. Where can a User access their Champion super user if there are questions about IDD Connects?

 A. The User can contact their designated Champion Super User at this Link.

Q. Will face to face trainings be available in different Regions for providers on IDD Connects system?

A. The Provider User Guide is available on the Georgia Collaborative ASO website here. Additional trainings may be scheduled in the future. Check the Training and Events section of the Georgia Collaborative website for information on upcoming trainings here. Available to Providers are bi-weekly meetings, which they can register here to participate, where the ASO is available to triage questions.

Q. How does a staff member of a Support Coordination (SC) agency obtain a login and password for the IDD Connects Portal?

A. Staff members of an SC agency should contact the agency's System Administrator to obtain a Username.

Q. Will the IDD Connects system display the current Support Coordinator (SC) is for an Individual?

A. Yes, in IDD Connects, under the Eligibility tab the Support Coordinator information is listed in the Support Coordinator Assignment under the Legacy view and in the Funding section in the Future State view.

Q. Will the Independent Care Waiver Program (ICWP) waiver Individuals be in the IDD system?

A. No, only NOW and COMP waivers, which are administered by DBHDD.

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Q. Can the IDD Connects system potentially replace programs that providers already have in place?

A. Providers need to consult their own legal counsel and policies. IDD Connects replaces CIS and IDDIS (formerly known as WIS) for use by the DBHDD network.

Q. Will there only be certain (approved) documents that can be uploaded for the Individuals? Ex: uploading behavior records, daily notes, incident reports, etc.

A. IDD Connects document uploads by Service Provider is limited to those found in DBHDD policy (Policystat) here. Daily documentation by the service provider such as support notes or case notes are not to be uploaded into this case management system.

Q. Will Individuals only have the CID# to identify them? With the old system an additional CIS ID number was needed to complete ROCI critical incident reports, which has been replaced with IMAGE.

A. Yes, the Individuals will have the CID number to identify them, but if the user accesses the filter function within IDD Connects, they can Search an Individual utilizing several identifiers, i.e., first name, last name, DOB, etc.

   IMAGE replaced ROCI on 9/10/2019, which allows the user to enter, track, modify, and complete all incident reports here.

Q. For Family Support, what services will be available in the IDD Connects system?

A. At this time Family Support services is not available in IDD Connects for DBHDD Providers. Providers will submit claims through the ProviderConnect portal and not through IDD Connects. This was implemented 07/01/2019.   Please refer to the DBHDD Provider Manual for additional information on the Family Support service here. The DBHDD policy regarding Family Support services can be found in DBHDD Policystat here.

Q. What is the age of the youngest person that can be served through Supported Employment or Transportation?

A. Supported Employment specific service is meant for individuals once they have graduated from high school. There are alternate vocational programs through GVRA and DBHDD for those who are interested in work while still enrolled in high school. Additional information can be found through GVRA.

Q. How does a User (i.e. DBHDD, Support Coordination, or the Provider) Search an Individual member in IDD Connects?

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A. The User logs into IDD Connects, which populates the Dashboard page and on the top of the page the user clicks on the Search an Individual button. The specific Individual needs to be assigned to the Provider in order to view the Individual's record.

Q. Will Active and Inactive records be available in IDD Connects?

A. Providers are able to view the records for those Individuals with an approved ISP and Prior Authorization, and for which the Provider was selected to provide that specific service. Active Individuals are those who are receiving services or requesting services. Inactive Individuals, are those who are no longer receiving services, as well as those who are deceased. Inactive reasons, such as death, unknown, declined or refused services, or moved out of state (if applicable) is available upon Individual Search. Users can filter under Search an Individual and toggle between Active and Inactive as necessary. Users are also able to view the status of an Individual under the Individual 360 tab in the Status History section in IDD Connects.

Q. Who should the User contact if the Individual in IDD Connects displays an incorrect status (i.e. active vs. inactive)?

A. The User should contact DBHDD Regional Office if the status of an Individual in IDD Connects is incorrect, and needs to be updated.

Q. Will Users have access to the Demographic page in IDD Connects?

A. Yes, Users will have access to view the Demographic page for the Individual's record in IDD Connects once the individual has been assigned to the User. The Individual Service Plan (ISP) and Prior Authorization (PA) needs to be approved prior to the User accessing that specific record. Users with specific role permissions will also be able to edit the Demographic page in IDD Connects for an Individual.

Q. Will Users be able to receive alerts that they have tasks/messages pending without logging into the system?

A. DBHDD is working with Beacon on further enhancements for Providers to receive notifications pertaining to individuals they serve. Currently, this functionality is not working accurately.

Q. Currently where can Users access the ISPs and other information on the Individuals?

A. Users can access IDD Connects under the ISP Module tab to view Legacy ISPs, which are previous ISPs, which migrated from CIS prior to go – live. Future State View are ISPs developed after go – live (8/19/2019). Within IDD Connects, the User can view other information that migrated from CIS, such as Demographics, Evaluations, Prior Authorizations, etc. pertaining to the Individual. The User can toggle between the Legacy View and Future State View hyperlinks to view specific information.

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Providers

Q. Providers received a memo requesting their agency legal name and contact information be forwarded to the GA Collaborative Provider Relations team, who also has Behavioral Health contacts. Should this contact information be specific to IDD?

A. Yes, the request for IDD specific came from the GA Collaborative Provider Relations Team. The Provider File Maintenance request was sent to each agency in order to validate each service, site, and Medicaid Provider ID Number under the agency's IDD service array. If a Provider has not received this spreadsheet and attestation, please contact GaCollaborativePR@beaconhealthoptions.com as they may experience issues with the system if this information is not validated.

The Provider will refer to the "ASO IDD Communication Provider Connect" here. Providers will need to complete an Account Request Form here to obtain user credentials to access ProviderConnect. An Account Request Form sample is available here to assist the Providers. Users should login into ProviderConnect and use the single sign-on (SSO) feature available in ProviderConnect to access the IDD Connects Portal.

Q. When will the Provider Connects system allow for State Funded Claims?

A. State Funded claims processing through the ProviderConnect portal will go-live in the future. Additional information will be shared with providers once the date has been determined.

Q. How does a DBHDD staff obtain access to IDD Connects?

A. DBHDD staff will need to contact their System Administrator to have their account created, which will allow access to IDD Connects.

Q. Will Providers who had an account in CIS be automatically provided a username in IDD Connects?

A. No, a Provider User that had an account in CIS will need to register through ProviderConnect. If the user already has a ProviderConnect account, this account can be updated to provide the link to access IDD Connects. If the Provider had an email in CIS that you intend to use for the Single Sign On (SSO) from ProviderConnect, you need to contact the Command Center, at www.iddportalsupport@beaconhealthoptions.com to clear that email since providers may only have one email active in the system.

Q. Will users working with more than one provider have multiple logins (usernames and passwords) within IDD Connects system?

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A. Yes, the provider user role will need to have one login for each provider that they work with to access the IDD Connects system properly for that specific provider.

Q. If the Provider agency has a super user, can they set up each managed user in ProviderConnect?

A. Yes, the super user is the System Administrator for the Provider and can set up the managed users for their organization. The users need to also have clinical rights to access IDD Connects.

Q. Do you need a GAC (GAC123456) number for every site or just for the Provider agency?

A. No, a GAC number is a Beacon assigned number for the Provider agency and Individual providers. The vendor number (GA123456) is site specific and based on service location and the Medicaid ID assigned to the service location.

Q. If Providers are billing Medicaid through MMIS, will they need to use ProviderConnect?

A. No, Providers will bill Medicaid claims in the MMIS portal.

Q. Historically, providers do not complete "tasks" in CIS. Will Providers receive tasks in IDD Connects?

A. Providers will receive tasks in IDD Connects to complete the Health Risk Screening Tool (HRST) in IDD Connects in the future. Communication will go out when this functionality is working.

Q. In terms of logins, if a Provider agency user role had multiple CIS usernames to access each region, will there be one log in to view all Individuals in that agency statewide or will the Provider User role have multiple IDD Connects Usernames?

A. The agency Provider user role will have one login to view Individuals within that agency statewide.

Q. Does the new IDD Connects system change how addendums are done and can they still be done via phone or must it be in person?

A. ISP Addendums are being replaced with ISP version changes. Version changes will be completed by the Support Coordinator (SC) in the same fashion as in the past and can include phone communication with the Individual and the provider of the requested changes. SC then submits a version change in IDD Connects for either a clinical or a service change, and it will be sent to the Regional Field Office for Clinical Review and approval. Non-Clinical changes such as goal, does not need an approval and can be completed in IDD Connects.

Q. How will the Employment Express (EESP) for State funded Individuals be uploaded?

A. At this time, Employment Express funding, which is state funded, has not been finalized within IDD Connects. Once the document uploads into IDD Connects is working without defect, the EESP can be

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uploaded and stored in the Individual's record. Future state will have EESPs ending and use of a truncated ISPs will take their place. DBHDD will communicate this change when it occurs.

Q. Will CLS, nursing, or CAI providers be required to help participant directed Individuals sign on to IDD Connects to review and approve the ISP, if they don't have access to a computer or the internet. How will the family/parents approve their part of the ISP?

A. Providers are not required to assist Individuals to log into IDD Connects, but are allowed to do so.

Q. Can daily notes, behavior records, and any provider forms be uploaded into IDD Connects for the Individuals?

A. No daily notes, behavior records and provider forms cannot be uploaded into IDD Connects for the Individuals, please refer to DBHDD policy of required documents for upload in Policystat here.

Q. Will Providers be able to see support coordination and regional notes?

A. Providers will be able to view current Support Notes, since go – live August. 19, 2019 in IDD Connects system in the future. This enhancement is being worked on and will be communicated out once it has been added to production.

Q. When a staff leaves an agency, who does the Provider notify to remove their access to IDD Connects?

A. The System Administrator within the agency can lock the staff's access to IDD Connects.

Q. Are Providers able to assign tasks?

A. Providers are not able to assign tasks.

Q. Can a User send a group message to multiple users in IDD Connects?

A. No, messages in IDD Connects can only be sent to one single user at a time. Also, you cannot forward a message in the system.

Q. For Provider RN's - where do they access the ability to complete a Clinical Review in the HRST?

A. The Provider RN would access ProviderConnect, which would then link the user to IDD Connects and search the specific Individual. Next the user will select the Evaluation tab, and then select the HRST/SIS tab, then click on the HRST date hyperlink, which will link the user to the HRST portal to complete their review.

Q. Will providers be able to download the HRST information and then upload it into their own electronic record?

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A. Yes, the provider can download the HRST information from IDD Connects.

Q. Do Providers still have to sign the ISP before it is completed?

A. Providers will not have to sign the ISP, but instead the ISP Signature page serves this function. The Support Coordinator submits the ISP to the DBHDD Regional Field Office, and then the ISP Clinical Reviewer will review and approve/reject the plan. Once the plan has been approved at the field office, the support coordinator finalizes the ISP and the provider name is added to each of the service lines in the PA and the PA is transmitted to GAMMIS. In a future fix, the Provider will receive a notification that the ISP is available to view once the PA has transmitted and returned from GAMMIS successfully.

Q. Is there a list of user Support Coordination contact information in IDD Connects that Providers can search (called "users" in CIS)?

A. This will be a Future Enhancement to IDD Connects. Currently, CIS is available for viewing with Support Coordination contact information until June 30, 2020. In IDD Connects, the User can view the specific Support Coordination agency and Support Coordinator under the Eligibility tab in the Funding Section.

Q. Will the Provider be able to track the progress of the ISP approval similar to CIS?

A. The Provider will not be able to track the progress of the ISP, approval or rejection, for the initial version of the plan. However, the Provider can view the ISP and track the progress for a New Version of the ISP and the Provider was assigned on the Prior Authorization.

Clinical

Q. Will the SCTAR/STAR process be accessible in IDD Connects as a task?

A. The STAR process has been replaced with Request for Clinical Review (RCR), which can be found in IDD Connects under the Outcomes and Support Notes tab. The Support Coordinator/Regional DBHDD Field Office staff completes the request and the DBHDD Field Office will review and assign the request.

Support Intensity Scale (SIS)

Q. Can the SIS Assessor filter by Provider?

A. The User filters by Date and not by Provider in IDD Connects.

Q. When the SIS Assessor selects 'Create a SIS' does it take us directly to SIS Online?

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A. Yes, once the SIS Assessor selects 'Create a SIS', IDD Connects links the user to the SIS portal, where the user is able to complete the assessment. Once the assessment has been submitted the information auto populates in IDD Connects in the Individual's record.

Q. Will the SIS still download to Venture?

A. Yes, though this applies to the SIS team, this is a system outside of IDD Connects.

Q. Will the SIS Assessor only have access to Individuals assigned to specific user?

A. Depending on the permission rights of the user that will determine what access they will have to view the Individual's records.

Q. Is there an area to document/contact when the SIS Assessor schedules the SIS?

A. The User can document information in the Outcomes and Support Notes section of IDD Connects under Support Notes. In addition, the User can send an internal message to another user within the IDD Connects system to communicate information pertaining to the SIS.

Q. Can the SIS Assessor access Support Notes to address scheduling issues, etc.?

A. Yes, the SIS Assessor can access Support Notes to address a number of items/issues.

Health Risk Screening Tool (HRST)

Q. Is the HRST date listed on the last updated date or the last clinical review date?

A. The date displayed in IDD Connects under HRST/SIS, displays under Ratings> Last Updated and the Clinical Review Date is also in HRST under the Ratings Tab.

Q. Is Respite included on the HRST hierarchy, and if not who completes the HRST?

A. Respite is not in the HRST hierarchy. The HRST would be completed by the DBHDD Field Office or another Provider that is in the HRST hierarchy on the Prior Authorization.

Q. Will HRST raters and nurses still have access to the HRST site without logging into IDD Connects?

A. Yes, the Provider will still be able to access HRST without logging into IDD Connects, but in order to ensure that the information in HRST populates in IDD Connects, the preference is that the user accesses IDD Connects.

Q. When on the landing page in HRST, will the provider's case load populate, or will they have to search and view each Individual one-by-one?

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A. HRST works the same as in has in the past in CIS. The Provider should still be able to see the caseload list for the agency.

Q. Will users be able to access and update the HRST via the HRST portal?

A. The User can access HRST portal directly or through IDD Connects, although accessing IDD Connects is preferred. Users will not have access into HRST via CIS.

Q. When Regional DBHDD staff review the HRST and disconfirms the assessment, will that generate a notification to the provider that tells them it was disconfirmed and why?

A. A notification will not be generated through IDD Connects at this time. The Field Office Clinician who disconfirmed the HRST will send an email to the provider staff who completed the HRST.

Q. Will users who have access to HRST be able to add/update or delete allergies?

A. Yes, if the user is a HRST rater, they will be able to update or delete allergies in HRST.

Q. Does the update from HRST populate in the Individual 360 Health and Wellness section in IDD Connects?

A. Yes, certain sections populate from HRST to the Individual 360 Health and Wellness in IDD Connects.

Q. Do Individuals on Employment Express (EESP) need an HRST?

A. Individuals on Employment Express DO NOT receive HRST as supported employment is their only service.

Individual Service Plan (ISP)/Support Coordination

Q. In the past, plans (Behavior Support and Safety Plans) were uploaded in CIS, with IDD Connects can users upload those plans in the system?

A. Behavior Support and Safety Plans can be uploaded into IDD Connects under the Documents tab, which is available for the Support Coordinator to view. Users can upload as well as download documents in IDD Connects.

Q. Can the ISP be downloaded as a whole document or in separate sections for a PDF file?

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A. The User is able to download the ISP as a whole document or in separate sections of the ISP in a PDF file.

Q. Will goals in the ISP have letters, numbers to identify each one?

A. No, the goals will not have letters or numbers to identify each one. Note: the minimum requirement for an ISP is one person-centered goal per ISP. This aligns with DBHDD policy for waiver participants.

Q. What is the process for reviewing and approving the ISP?

A. The ISP Clinical Reviewer reviews the submitted ISP and determines if all the information is complete and accurate. If no changes are needed, the ISP Clinical Reviewer approves the plan and the Support Coordinator will receive a task to finalize the ISP and the PA will be generated. The SC will 'Select the Provider' for each of the PA service lines and the PA will be transmitted to GAMMIS. If the ISP is rejected, the system will send a task to the SC to update/revise the plan. Once the SC has updated and submitted the rejected ISP, the ISP Clinical Reviewer will receive a task to review the updated plan.

Q. Please provide more specific information on the reason for downloading the HCP, Support Plans, physician orders, safety plans into the ISP?

A. In the appropriate section of the ISP, Current Needs, that information should be referenced and noted that the information is available in the Individual 360, Health and Safety section, or in the Documents section of IDD Connects.

Q. Will Providers have to review the ISP before it is finalized? Will they receive a notification when the ISP is available to view?

A. The DBHDD Field Office ISP Clinical Reviewer reviews the ISP and approves/rejects the ISP. In IDD Connects the Provider will not review the ISP prior to Prior Authorization (PA) approval other than at the ISP meeting, but will receive a notification once the ISP has been approved when that system functionality is working. DBHDD will communicate this update to the Providers when it occurs.

Q. In the Goal section of the ISP, there is no frequency indicated, will this no longer be needed?

A. Yes, the frequency will be needed in the goal section of the ISP with the following included:

- Description of the objective in measurable terms.
- Who will be responsible for assisting/supporting the Individual with the objective (which service)?
- How often the provider will track this objective?

Q. Does the Support Coordinator send the ISP to the provider for their approval/Individual's approval after it has been clinically approved?

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A. No, the Support Coordinator will not send the ISP to the Provider for approval. The DBHDD Field Office ISP Clinical Reviewer will review the ISP and once approved goes back to SC for final approval after individual approval. Once the PA has been successfully transmitted to GAMMIS and is approved in IDD Connects, the Provider agency will receive a notification within IDD Connects.

Q. Can the User print the ISP goal?

A. Yes, the User can print the ISP goal section of the ISP.

Q. **Will DDP signatures be required for ISP approval?**

A. No, the DDP signature is not required for ISP approval. Signatures are obtained on the ISP Signature page, which is considered part of the ISP. The DBHDD Field Office ISP Clinical Reviewer will review and approval/reject the ISP. SC will obtain Individual approval once it received back from the field office Clinical Reviewer, will then finalize the ISP. The PA is generated, provider names added to the associated PA service lines and transmitted to GAMMIS.

Q. What addendums will need to be sent to the Region or can the Support Coordinator re-enter goal/objectives changes, etc. manually through IDD connects without Region approval?

A. Update to the goals and objectives, which are considered non-Clinical changes, can be made in IDD Connects without requirement of additional DBHDD Field Office approval by support coordination. Clinical and Service changes will require a New Version to the ISP, which will need to be approved by DBHDD.

Q. Who is the ISP Clinical Reviewer?

A. The ISP Clinical Reviewer is a designated DBHDD Field Office staff.

Q. On the ISP page entitled Person Centered Work Goals, the question is asked, 'Do you work'? If the Individual does and it is marked yes...how should you answer the subsequent question of 'Do you want to work'?

A. There are differing questions based on the answer selected. If the user selects 'Yes' the next question is "Are you satisfied with you job or hours?'

Q. What will replace the addendum?

A. Create 'New Version' of the ISP will replace the addendum in IDD Connects. If a Clinical or Service change is required, the Support Coordinator will create a 'New Version' of the ISP. Then the DBHDD Field Office ISP Clinical Reviewer will the review the ISP for approval.

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Q. Can the Support Coordinator grant CIS access to a potential new Provider for read-only review?

A. No, the SC cannot grant new Providers access to CIS for read-only review.

Q. How far into the future of the ISP will the Support Coordinator be able to be future date a plan?

A. The User will be able to future date waiver ISPs to have an effective date up to 75 days in the future.

Messages

Q. How long will received and sent emails via the system be kept in archive and are they searchable by words?

A. Messages will remain in the system indefinitely. No, they are not searchable by words.

Q. When sending messages via the system, can the user attach documents to that message from outside the system (documents from the user's computer)?

A. No, the User will not be able to attach documents.

Q. Can the User print messages sent/received within the system?

A. No, the User is not able to print messages.

Prior Authorization/Services/Claims

Q. Does State Funded claims include transition funding?

A. No, State Funded claims does not include transition funding.

Q. Is state funded the same as grant in aid?

A. Yes.

Q. Can Providers download the Prior Authorization (PA) to a PDF in addition to being able to print it?

A. Providers are able to print Prior Authorizations under the Services tab in IDD Connects, but they are not able to download the PA.

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Q. When submitting a claim for waiver Individuals, does the User submit a claim for services even though the funds are paid thru GAMMIS?

A. No, waiver claims will continue to be submitted through GAMMIS.

Q. Once state funded Individuals are uploaded, will there be a way to populate their information and will there be a way to batch load a set of claims or will this always be an Individual process?

A. When providers begin reporting claims/encounters for stated funded Individuals it can be done either through the Provider Connect direct claims entry for each Individual or via an 837batch file to the ASO.

Q. Will the Prior Authorization (PA) list annual allocation only or will unit rate be included?

A. The unit rate will not be listed on the PA in IDD Connects, but that information will be visible in the GAMMIS Web Portal PA.

Q. If the Provider needs to request a re-allocation of funds within a current budget (ex. adding SEG so that both SEI and SG are on the budget) does that need to be submitted for Regional approval?

A. Support Coordination should be contacted to initiate the process of re-allocation of funds.

Q. How will weekly payments in State Contract address the hourly rate vs. full month amount?

A. When Providers begin to enter encounters, they will not be paid directly through ProviderConnect. We will continue to pay them with our current process for the remainder of this fiscal year.

Reporting

Q. Does the IDD system have reports that can run globally on all the Individuals that we provide services to (such as the expanded scores report that used to be in CIS) and are those reports exportable to excel?

A. Report Capability will be available in the future.

Q. When will report capability be available?

A. Report capability will be available in IDD Connects in the future.

Individual 360

Q. Can Users update Medications in the Individual 360 in the Health and Wellness section?

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A. Yes, Users with permission right in IDD Connects will be able to update medications in the Individual 360 Health and Wellness section.   Providers cannot update medications.

Training

Q. **Will there be future trainings, which will go into detail about the new ISP format for SCs, DDPs, Supervisors/Management, staff, etc.?**

A. Yes, there will be future trainings available via Webinar on the Georgia Collaborative ASO website [here.](#)