New Jersey Department of Human Services
Division of Developmental Disabilities

ISP Retroactive Change Request Process:
Guidance for Support Coordination Agencies

PURPOSE: To establish a new process for support coordination agencies to submit an Individualized Service Plan (ISP) **Retroactive Change Request (RCR)**.

INTRODUCTION: The support coordination agency must review the request with the individual/legal guardian and the service provider; ensure the changes will fit within the individual's budget; and, together with the provider, work to avoid a need for retroactive changes in the future.

Requested changes must comport with DDD Business Rules and fit within an individual's budget.

RETROACTIVE CHANGES THAT MAY BE SUBMITTED FOR DDD REVIEW:

- Adding a service that had been approved in the previous plan but SC failed to continue in the current plan (but had continued/continues to be delivered by the provider)
- Increasing the number of units on an existing service line
- Changing the rate on an existing service line
- Re-distributing authorized units
- Correcting provider information or location
- Correcting gaps in service dates due to delay in plan approval or modification of start and end dates
- Modifying start and end dates that cannot be modified on the front end
- Completing any retroactive change to services that have Fiscal Intermediary as the payment source

SCA PROCEDURE FOR SUBMITTING AN RCR:

1. SC completes RCR.

2. SC reviews completed RCR with service provider (or SDE) and individual / legal guardian / family, as applicable.

3. SC ensures that service provider (or SDE) **is in agreement with and signs** the completed RCR.

4. SC Supervisor uploads RCR to iRecord.

5. SC Supervisor notifies DDD that an RCR has been uploaded by sending an email to DDD ISP Retroactive Changes with the subject line: **SCA Name – DDD ID #**

    DO NOT ATTACH THE RCR TO THIS NOTIFICATION EMAIL

6. DDD reviews uploaded RCR.

DDD PROCESS FOR RCR CHANGES:

If RCR is for a **back-end change**, it is forwarded to **DDD-IT Requests** for completion.

If RCR is for a **front-end change, DDD RCR Unit**:

1. Places plan in Revision Status
2. Makes requested plan changes
3. Documents plan changes in a case note
4. Documents RCR internally so that training for SCA and/or provider can occur
5. Notifies SCA that plan changes are completed

SCA PROCESS AFTER RCR CHANGES ARE COMPLETED:

1. SC reviews revised plan with individual/guardian, obtains individual/guardian signature, and uploads signed plan.
2. SC places plan in Review Status.
3. SCS reviews plan and either places plan in Approved status (if SCA approves its own plans), Service Review (if plan requires a service review), or State Review (if SCA does not approve its own plans).

If DDD determines RCR does not comport with DDD Business Rules or will not fit within an individual's budget, **DDD RCR Unit:**

1. Notifies SCA and provides reason/s changes will not be made
2. Documents reason/s changes will not be made in a case note
3. Documents RCR internally so that training for SCA and/or provider can occur