



Service Authorization Requests: Review Guidelines

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The service authorization request, review, and verification process ensure IRIS participants receive necessary supports and services, while also confirming use of eligible service providers and appropriate service codes. This process will assist participants and their IRIS consultant agencies (ICAs) in submitting requests for services that require prior review and verification by the Wisconsin Department of Health Services (DHS). The request process promotes participant self-direction and program-wide consistency by outlining service and documentation requirements.

All participant requests for Individual Directed Goods and Services are subject to this service authorization request, review, and verification process. Any service, equipment, or supply proposed for inclusion under this service category shall be reviewed and verified by DHS prior to service authorization and utilization. Upon receipt of all required information, the reviewer will review the request within five business days. **If the request requires additional funds outside of the participant's base budget, a budget amendment or one-time expense submission is required.**

Request and Review Process

Initial Request Submission

To submit a request for review, the ICA must submit the request through the designated SharePoint site. The request must include the following information:

- associated long-term care outcome that the requested support, service, or good will help the participant achieve;
- service code associated with the requested service; and
- approved service provider that is being selected to provide the requested service.

When the status of the request is "Pending", the request is available for DHS review. If the request requires additional information, the reviewer assigns a status of "Returned to ICA for Work". Upon review of the request, the reviewer issues a decision of verification or retraction.

When a request is verified, the ICA will create an authorization in the DHS enterprise care management system, which will include the SharePoint "Issue ID" number. If a participant requests a service, support, or good, that does not meet request criteria, the ICA issues a Notice of Action (NOA) and appeal rights.

Revised Request Submission

If modification of the request is required or occurs, which would include changes to the requested service code, service provider changes, or alter the associated long-term care outcome, a new request must be submitted to DHS for review.

Review Process

When the status of the request is "Pending", the request is available for DHS review. If the request requires additional information, the reviewer assigns a status of "Returned to ICA for Work." Upon review of the IRIS Policy and Procedure

request, the reviewer issues a decision of verification or retraction. If the submission does not meet request criteria, the ICA issues a Notice of Action (NOA) and appeal rights.

If the request is verified, DHS will indicate the verified service, provider, and associated long-term care outcome.

All requests submitted through this process may be monitored by DHS for ongoing compliance.

Re-Request Process

If a participant re-requests the same service within 120 calendar days of the original review decision, a second review request will not be considered by DHS unless there has been a change in the participant's condition or circumstances. When a re-request is received within 120 days of the original review decision, the ICA staff must:

- Ask the participant what circumstances prompted the re-request. If a change in circumstance has occurred, the ICA will assist with the submission of an updated request.
- Ask the participant to identify a change in condition.
 - If a change in condition has occurred, the ICA will complete a new long-term care functional screen and will assist with the submission of an updated request. Changes in condition are generally significant and sudden.
 - If the ICA determines that no change has occurred since the original review, the ICA will document this in the participant's record. Then, the initial decision will be upheld, no additional request is submitted, and a NOA will be issued by the ICA.