



## Independent Living Supports Pilot (ILSP) Program: Next Steps

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### After Applying

- You will work with your ADRC (aging and disability resource center) to complete a service plan that identifies which items or services you intend to purchase using ILSP funds to meet your functional needs.
- With the ADRC's help, you will need to reach out to each provider that you would like to purchase items or services from. You will discuss payment rates and determine the correct provider contact information to list on the service plan.
- To be fully enrolled, you must complete the ILSP application, the service plan, an acknowledgement form, and a pre-pilot survey.
- The ADRC will send your service plan to Premier for authorization. Premier will review your service plan and contact your providers with information on enrollment in ILSP. Premier will attempt to contact your provider three times within 30 days, via phone or mail, to enroll them as a provider in the ILSP program.
- If Premier is unsuccessful in reaching your provider, they will alert the ADRC and you may need to identify a new service provider.
- After your provider is enrolled and the items and services on your service plan are authorized, you will get a letter from Premier describing each item or service that has been approved and identifying an approved start date for these items and services. This letter serves as your authorization letter.
- **Do not make any purchases or arrangements with a service provider before you receive notice that an item or service has been approved.**

### After Receiving Your Authorization Letter

- You can now start making arrangements with your service provider(s) to schedule services or purchase items.
- If your service plan included a request(s) to purchase an item(s) for yourself out-of-pocket that you will seek reimbursement for from Premier afterwards, you may now proceed with the purchase.

## Payment Information

- To find out when Premier will issue a payment, refer to the payment schedule found on Premier's ILSP website at <https://premier-fms.com/forms/wisconsin/ilsp/> under "Payment Information."
- Reimbursement for any items that that you were authorized to purchase with your own funds can be requested by submitting a copy of the receipt(s) along with the Participant Reimbursement Request form found at <https://premier-fms.com/forms/wisconsin/ilsp/> under "Payment Information." You will be reimbursed on the same schedule as payments that are issued to your service provider(s).

## Frequently Asked Questions

### What happens if I have an urgent need for help to pay for an item or service?

Due to the nature of this pilot program, we cannot guarantee that you will receive authorization quickly after submitting all your documents. Please work with your ADRC if there's a need that is urgent, as there may be other options for benefits.

### I've submitted all my forms. Why haven't I received my authorization letter?

- Your electronic forms might not have been signed. Check with your ADRC to make sure that all your forms have been signed.
- Your service provider might not have filled out their forms yet. You can contact your provider to remind them to fill out the required forms provided by Premier.

### How do I arrange for a purchase?

After receiving your authorization letter, you should work with your provider to submit an invoice to Premier for the authorized item or service. The provider will then deliver the item or service to you according to their timeline.