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Governor



DIVISION OF MEDICAID SERVICES

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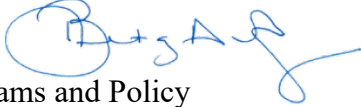
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Date: April 29, 2020

To: IRIS Consultant Agencies (ICAs)
Fiscal Employer Agents (FEAs)

From: Betsy Genz, Director 
Bureau of Adult Programs and Policy

Subject: IRIS COVID-19: Individual Support and Service Plan Authorizations

This memo replaces the version dated April 1, 2020

This guidance is specific to increase support needs and should not be used to address provider requests for hazard pay or retainer payment fees.

DHS recognizes that flexibility in developing and adjusting service plans is necessary to ensure participants receive services in a timely manner. The following guidance addresses instances where a participant's plan needs an increase in units of an existing service or access to a completely new service:

1. **Service Utilization and Authorization Adjustment:** Service authorization flexibility allows services to be easily accessed. This should only be used to supplement services that help participants remain safely in their home.
 - a. New Service Authorizations:
If there is not a current service authorization, follow current practice to create an authorization. Unless specified by DHS, all current policies still apply.
 - b. Existing Service Authorizations:
If there is an increase in service units, this adjustment should be captured through a case note in the participant's WISITS record, utilizing the COVID-19 case note type.
 - c. Plan changes made prior to Friday, April 17, 2020:
Any changes to plans prior to this date must be noted in the COVID-19 case notes. These notes should include the service that was ended and the number of hours for any services that were increased.

2. **Service Authorization Adjustment Tracking:** For instances where units of service exceed authorized budget amounts or when budget amendment funds are reallocated to another service, ICAs should document and track changes. Tracking details are included on the spreadsheet being provided to ICAs. Reporting guidelines include:
 - a. The first report should be submitted to the DHS IRIS Quality Inbox (DHSIRISQuality@dhs.wisconsin.gov) by close of business on Friday, April 17, 2020.
 - b. The tracking spreadsheet must also be submitted to the DHS IRIS Quality Inbox (DHSIRISQuality@dhs.wisconsin.gov) by close of business every Friday going forward.
3. **Budget Amendments & One Time Expenses:**

- a. Non-COVID-19-related:
Service authorization requests must go through the Budget Amendment or One Time Expense process.
- b. COVID-19-related:
Follow the practice outlined above (see 2) for any budget overage that would typically result in the submission of a Budget Amendment.

Note: When determining the extent to which a service authorization request or adjustment is COVID-19 related, DHS expects that ICAs exercise responsible, professional discretion.

As COVID-19 continues to impact the communities served by the IRIS program, notices of policy flexibilities and guidance will be issued and updated to support our participants, contractors, and the large community of providers. Thank you for your anticipated cooperation. Please direct any question you have specific to COVID-19 to the applicable DHS inbox: DHSDMSCOVID19@dhs.wisconsin.gov.