



MEMORANDUM

To: DDA Stakeholders
From: Bernard Simons, Deputy Secretary 
Developmental Disabilities Administration
Subject: Revised Person-Centered Planning Process- Detailed Service Authorization Tool
Date: September 4, 2020

I am writing to introduce a new tool aimed at improving and expediting the person-centered planning (PCP) process. This tool is called the Detailed Service Authorization Tool (DSAT). It will be used as part of the PCP process to help document the types, amount, and duration of services a person needs to be supported to achieve their goals and stay healthy and safe.

The Developmental Disabilities Administration (DDA) is committed to improving the efficiency of the processes by which PCPs are developed, submitted, reviewed and approved. Simply put, in some cases it is taking too long for PCPs to be approved. To improve, DDA has worked closely with our Regional Office staff, CCS agencies and providers to understand the delays in the process and how the DDA can help remove barriers while always upholding people's choices and rights.

After careful consideration and planning, the DDA is introducing a new **mandatory tool** in the Person-Centered Planning (PCP) process, effective **September 21, 2020**: the **Detailed Service Authorization Tool (DSAT)**. For people currently in services, unless the person requests a change in provider, as part of the pre-planning process, current providers will complete the DSAT, proposing the amount, duration, and scope of services that would meet the person's assessed needs and preferences. For people new to services, once a person sets their goals and selects a provider, the CCS will reach out to the provider, notify them of the person's choice, and ask them to complete the DSAT.

The provider agency submits the completed DSAT to the person's CCS, who will review the DSAT with the person and his or her support team. Importantly, the DSAT will not be used as the sole information for plan development. It is a guide to help identify if the proposed services continue to meet the person's needs. As always, the person may accept the proposed services or choose to seek different services that best fit their needs.

The DSAT is meant to streamline the communication between the provider agency and the CCS. Specifically, the DSAT was developed to gather pertinent information that, should the service continue to meet the needs of the participant's needs, will easily transfer into the Detailed Service Authorization in *LTSSMaryland*. Through this process, we expect to see plans that require fewer revisions and clarification requests, and therefore are able to move more smoothly through the planning phases.

Once the DSAT is submitted to the CCS, the DSA will be uploaded into *LTSSMaryland* as an attachment to the PCP. As part of the final plan approval, Regional Offices will verify that, for plans submitted after September 21, 2020, the DSAT has been completed and uploaded. Plans for which the DSAT has not been uploaded will be returned to the CCS for resubmission after the DSAT is attached.

To assist agencies as they navigate this new process, we have included detailed instructions throughout the DSA. Our intent was to make the tool as user-friendly and direct as possible. The DDA is also hosting a webcast training on September 11th at 1pm. Should you have questions about using the tool please contact patricia.sastoque@maryland.gov.

As we move forward with implementing *LTSSMaryland*, it is critical that PCPs – which drive goal attainment, service access, and provider billing – are accurate, reliable and of the highest quality. We believe that this process will help achieve that goal. While change is often not easy, we hope this process change will be a welcome step for individuals and families, providers and CCSs. In closing, I hope that all of you are continuing to stay safe and healthy.

Attachments

Proposed Detailed Service Authorization Tool

CC: Valerie Roddy, Director of Fiscal Services and Operations
Patricia Sastoque, Director of Programs
DDA Regional Directors and staff