

SMS

Procedures for Support Coordinators

The waiver participant who has SMS and/or SME services on the plan of care must be provided choice of service providers and choice must be indicated through documentation in the participant's case record.

The Service Coordinator will ensure the procedures are followed for the purchase of SMS:

- 1) A prescription for medical supplies from the participant's physician (must have a new one each year at the time of the individual's redetermination of eligibility)
- 2) Check the items needed to ensure items are not covered by Medicaid State Plan Services
- 3) Call the provider with an expected list of items that the participant will receive each month
- 4) Call the participant/family/guardian providing instructions to order supplies each month
- 5) Monitor service to ensure satisfaction with provider
- 6) Provider will send Support Coordinator Supervisor a copy of the invoice and signed receipt each month.
- 7) Make changes to the POC as needed.

Effective date for implementation is 5/1/2019. All individuals who have been receiving SMS/SME from any case management agency should be transitioned by 7/31/2018.