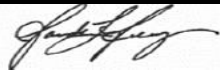


NH Department of Health and Human Services (DHHS)  
Division of Long Term Supports and Services (DLTSS)  
Bureau of Developmental Services (BDS)

105 Pleasant St.  
Concord, NH 03301

STATE OF NEW HAMPSHIRE BDS GENERAL MEMORANDUM (GM)	
<b>DATE:</b>	June 29, 2023
<b>TO:</b>	Developmental Services Providers
<b>FROM:</b>	Sandy Feroz, Bureau of Developmental Services (BDS)
<b>SIGNATURE:</b>	
<b>SUBJECT:</b>	Provider Operational and Billing Guidance
<b>GM NUMBER:</b>	GM#23-012
<b>EFFECTIVE DATE:</b>	July 1, 2023
<b>REGULATORY GUIDANCE:</b>	This memo is a communication tool circulated for informational purposes only. The goal is to provide information and guidance to the individuals to whom it is addressed. The contents of this memo and the information conveyed are subject to change. This communication is not intended to take the place of or alter written law, regulations or rule.

Guidance Summary
The purpose of this guidance document is to: <ul style="list-style-type: none"><li>• Provide additional explanation to service coordinators, providers, and area agencies about operational changes related to Corrective Action Plan compliance.</li></ul>

## I. Requests for Service

### Effective July 1, 2023

Service coordinators will review a list of [enrolled providers and their specialty types](#) so that they have a working knowledge of what providers might be appropriate for an individual's needs. They will use this information to help individuals identify an available provider. This will require service coordinators to reach out to providers directly to inquire about upcoming availability.

Individual interests will impact what the service proposal process will look like. For example, some service referrals may go directly to a provider from a service coordinator. Other times, service proposals may be solicited from a group of providers. Regardless, service coordinators will not be limited to soliciting service proposals only from providers in the regions in which the individual lives. To help make sure that individuals and service coordinators are aware of a provider's capabilities and interests, DHHS encourages providers to market their services and service availability broadly to help people identify them as a possible option.

Once service selection is complete, the service coordinator will develop the Individual Service Agreement (ISA) and will submit these ISA's directly to BDS.

**Takeaway**

Service coordinators will work to finalize and submit an individual's ISA. The best practice is for a supervisor within the service coordination organization to review ISAs before submission to BDS, but the only signatures required on the ISA/ service attestation are the individual's, the providers', and the service coordinator's.

Providers should plan to work with the individual's service coordinator to learn about requests for service proposals. Service coordinators and individuals seeking services will have access to a list of enrolled providers and their specialties to review. This can be found on the NH Easy Platform (as of July 2023) and on the BDS website (as of June 2023).

**II. Budget Submission**

**Effective July 1, 2023**

Service coordinators will share service information with the selected provider and the provider will share cost information back with the service coordinator. The provider will be responsible for submitting other required documentation, including but not limited to, an attestation that they can provide the service scope in the frequency and duration outlined in the ISA.

The service coordinator will compile cost information from all of the individual's service providers into one budget template. The service coordinator will finalize and submit the budget template to BDS.

**Takeaway**

The service coordinator will manage the budget submission process to BDS.

**III. Service Changes (Amendments & Enhancements)**

**Effective July 1, 2023**

Service coordinators will manage service changes but will no longer need to use the Unit Change Request (UCR) form and process. Instead, the service coordinator will use NH Easy interface to request an amendment. This amendment will result in the early end of the existing prior service authorization and the creation of a new prior service authorization. When a new prior service authorization is created, the end-date must not exceed the end-date of the individual's level of care.

**Takeaway**

All service changes will follow the same process, regardless of if the request is for an additional service or a reduction in service. Instead of using the UCR process, service coordinators will submit changes using NH Easy.

**IV. Primary Point of Contact**

Providers may use this table to inform who to reach out to in various situations.

Category of Outreach	Who to Contact	Email Address/Phone Number
Provider Enrollment	Conduent	1-866-291-1674
Crisis Situations	Providers should contact the individual's service coordinator	Varies by situation

Soliciting service referrals	Service Coordinators in areas that the provider operates	Varies by situation
Prior Authorization	BDS	<a href="mailto:bds@dhhs.nh.gov">bds@dhhs.nh.gov</a> or 603-271-5034
Billing	Conduent	1-866-291-1674
Requests for Resources/ Information	Area Agencies	See Link for Area Agencies here: <a href="#">bds-area-agencies-map.pdf (nh.gov)</a>