



STATE OF HAWAII
DEPARTMENT OF HEALTH
DEVELOPMENTAL DISABILITIES DIVISION

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In reply, please refer to:
File:

Medicaid I/DD Waiver
Memo No.: FY2019-11
Date: May 7, 2019

TO: Medicaid I/DD Waiver Providers

FROM: Mary Brogan, Administrator
Developmental Disabilities Division

SUBJECT: Service Utilization Guidelines

On April 11, 2019, the Developmental Disabilities Division (DDD) hosted a training entitled "On Course for Achieving the Vision of a Good Life." Among the topics shared was information on Service Utilization Guidelines for participants receiving Intellectual and Developmental Disabilities home and community-based waiver services (I/DD Waiver). The purpose of this memo is to provide additional information on the Service Utilization Guidelines (see attached).

As you share the Service Utilization Guidelines with your staff, it is important to share the following information:

- The guidelines will be in effect only until all participants in the I/DD Waiver phase into using their Individual Supports Budget (ISB). All I/DD Waiver participants will be phased into the ISB by the end of fiscal year 2021.
- The guidelines only apply to base services (Adult Day Health, Community Learning Services, Personal Assistance/Habilitation, Respite, and Chore) for participants who have not received their ISB.
- The person-centered planning process and the person's goals are a key to the person achieving their vision for a good life. As with the ISB, the focus of planning is not on the guidelines. Case managers will facilitate conversations with participants to identify their vision for a good life, and what their goals and objectives are that relate to their vision of a good life. Services and supports help the person achieve their goals.

Why did DDD develop the guidelines?

The guidelines assist the DDD case manager to determine the maximum amount of service hours a participant may receive based on the participant's assessed need, personal goals, and living arrangement. Participants will not automatically receive all services to the total amount.

The Service Utilization Guidelines is an updated version of the service matrix that DDD case managers used previously to authorize waiver services. The guidelines were revised to include the new waiver services (Community Learning Services – Individual and Group) approved in Hawaii's I/DD Waiver.

Do the guidelines apply to all participants?

The guidelines is an interim tool for participants 18 years and older who do not have an ISB. As participants are phased into their ISB by cohort, the DDD case managers will no longer use the guidelines to determine the amount of services a participant may receive. As of July 1, 2021, all participants 18 years and older will have phased into their ISB. At that point the Service Utilization Guidelines will be phased out.

What if the participant needs more services?

The DDD case manager will assist the participant to explore other waiver and non-waiver services available, including non-paid supports to meet the participant's needs. If the participant believes additional services are needed, the participant may request an exceptions review through the DDD case manager.

Next Steps

DDD will be posting the slides from the training, "On Course for Achieving the Vision of a Good Life" on our website shortly. A recording of the presentation will also be posted soon thereafter. Additional trainings will be held in the coming months on Individual Plans and the rollout of the provider portal in INSPIRE.

If there are any questions, please feel free to call the Community Resources Branch at (808) 733-2135.

Attachment

c: Jon Fujii, DHS-MQD
DDD Branch Chiefs
DDD Management