

HOME MODIFICATION REQUESTS

SUPPORT COORDINATOR'S (SC) CHECKLIST

Timeframes outlined below are calculated from the **date of the assessment, unless indicated otherwise.**

Within 3 calendar days, of the Planning Team identifying a potential need for home modification, complete 'Section A' of the Home Modifications Service Referral/Request (DD-211) form and email to the DHomeModifications@azdes.gov mailbox. **NOTE: The only form needed to initiate a request for an assessment is the DD-211. Do not submit any other forms. Do Not submit prescriptions (RX) for modification. If the SC accepts a RX for a modification from the member/responsible person, the SC is responsible for drafting the Notice of Adverse Benefit Determination (NOA) regardless of whether the SC submits the RX for a modification with the DD-211 to the Home Modification Unit. Do not submit the Property Owner Authorization form prior to the assessment.**

The Support Coordinator and Member and Legally Responsible person must be present at the assessment. Inform responsible person that an observation of the member is part of the assessment. The assessment will be rescheduled, if either the member or the responsible person is not present at the assessment. If the assigned SC is unable to attend the assessment, notify the Unit Supervisor who then must attend or designate another SC to attend the assessment.

Support Coordinator will bring the ALTCS Service Plan (DDD-1500A) and the Planning Meeting Attendance Sheet (DDD-1623A) to the Assessment. The SC will remain responsible for the completion of the Service Plan and the Attendance Sheet at the time of the assessment. Do not fill out the Service Plan prior to the assessment. Maintain a copy of the ALTCS Service Plan in the member's case record and provide a copy to the member/responsible person.

Within 5 calendar days, only when the assessment determines a need for the home modification service, add the Environmental Modification Service (MOD) to the Focus Service Plan enter one (1) service unit. Use the assessment date as the start date of the authorization and the end date of the ISP year for the end date of the authorization. If the modification will not be finished by the end of the current ISP year, add the one unit of "MOD" to the new ISP year. Be sure to submit the service request for approval.

NOTE: The Home Modification Unit will complete the Focus Service Approval upon receipt of the prescription (RX) from the member's Primary Care Provider (PCP). If the RX is not received, the Notice of Extension (NOE) will be initiated to allow more time to pursue the RX. If the RX is not received within the NOE process timeline, the Notice of Adverse Benefit Determination (NOA) to deny the service will be initiated. The service cannot be provided without the RX. The Home Modification Unit is responsible for pursuing the RX from the PCP and drafting the NOE/NOA only after the assessment has been completed. The Home Modification Unit will also complete the Focus Authorization to the provider after the Contractor Selection process is complete and the project is awarded to the provider.

Within 7 calendar days, if the modification is on rental property, scan/email or fax the completed Property Owner Authorization for Home Modification (DDD-1620A) to the Home Modification Unit. This form is left with the member/responsible party at the time of the assessment. It is the member/responsible party's responsibility to have the Landlord/Property Owner complete/sign the Property Owner Authorization for Home Modification form and return it to the Support Coordinator. Modifications cannot be approved without the DDD-1620A authorization. Maintain a copy of the Property Owner Authorization (DDD-1620A) form in the member's case record.

The Support Coordinator and Supervisor will receive a copy of the "Project Specification and Price Sheet" (PSPS) via email. The SC will share this information with the member/responsible party. Print two copies of the (PSPS) attachment, one for the member's case record and one to provide to the member/responsible person.

The Support Coordinator and Supervisor will receive, via email, a copy of the "Notice of Selection Letter and Price Sheet", from the Home Modification Unit upon the completion of the Contractor Selection process. The Support Coordinator will contact the member/responsible person and provide them with the provider's contact information along with providing a copy of the Notice of Selection letter.

Please submit all documents or any questions via email to the DHomeModifications@azdes.gov. If unable to email the document, fax it to 602-666-8807.