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[www.developmentalpathways.org](http://www.developmentalpathways.org)

John E. Meeker -Executive Director

May 24, 2010

Re: SLS/CES Plans

Dear Clients, Families and Guardians,

We are writing to you about the status of our implementation of the July 2009 changes to the Supported Living Services (SLS) and Children's Extensive Supports (CES) Medicaid Waiver changes.

As everyone is aware the July 2009 changes to the SLS and CES waivers were extensive. Information on the details of all the changes is available at the Developmental Pathways website [www.developmentalpathways.org](http://www.developmentalpathways.org).

At present, Developmental Pathways contracts with approximately 250 independent contractors who provide SLS and CES services. Some contractors work with multiple clients. Clients often work with multiple independent contractors and program approved service agencies (PASA's).

The timely review and payment of contractor bills is a complicated process involving several major elements: (1) a client's authorized level; (2) verification that services provided are approved on the service plan and match the prior authorization request (PAR); (3) verifying time units and dollar amounts; (4) data entry and billing to state Medicaid and (5) payment. The entire process involves different billing and data systems.

The net result is that Developmental Pathways processes hundreds of bills from PASA's and independent contractors each month for services to clients. These billings must be reconciled and, ultimately, balanced to insure they do not exceed the annual dollar cap for services for an individual's level. **Billings that are unapproved or in excess of those planned for in the Individual Service Plan can result in a person's funding being depleted several months before the end of a fiscal year, placing the individual or the family in a crisis situation. The impact on providers' financial well being can also be jeopardized.**

The new Medicaid waiver changes have placed a premium on insuring that expenditures under the program match authorized services. This is understandable given public monies are being

used to support these services. Everyone has an interest in having the most efficient and effective services possible.

Working towards that end, clients, families, and guardians can play an active role in ensuring efficient and effective services are provided by taking the following steps:

- 1. Be sure to pre plan and capture all the services you need at your annual service plan. Use the budget planning tool on the Developmental Pathways website.**
- 2. Work closely and communicate regularly with your Resource Coordinator (RC) about the plan. Ask to speak to a supervisor if you don't know who is the assigned RC.**
- 3. Any changes to the plan must be made thru the RC and not negotiated directly thru the Service Provider. The amount, scope and duration of services cannot be changed without prior RC approval.**
- 4. The annual Service Plan authorization limit cannot be exceeded. If the authorization limit is exceeded you will receive no services for the remainder of the plan year. If you anticipate a problem, call your RC to discuss.**
- 5. Responsibly choose Service Providers who understand and can meet billing requirements.**
- 6. Monitor and check monthly that the services provided are approved and align with your annual Service Plan. Speak with you providers to insure they are providing only approved services that have been pre authorized.**

Thank you for your support and assistance. Together we can work with our providers to ensure we have the most efficient and effective developmental disability services.

Sincerely,

/s/ Georgia Edson

Georgia Edson  
Director of Quality Assurance  
Developmental Pathways, Inc.

/s/ Bob Ward

Bob Ward  
Director of Client/Family Relations  
Developmental Pathways, Inc.