



## **Service Plan Review Process Update**...from the Clinical Consultant Team

Due to the increase in membership, the Service Plan Review (SPR) process has been altered.

RNs will continue to task the GSSCs to complete the Service Plan Review for all new effective **Level 4 members**. The task due date is to be set 45 days from the member's effective date. GSSCs are to then task themselves to complete the annual SPR.

The change in process is that, depending on the complexity of the case, **the SPR can now be conducted telephonically**. Please review the criteria below for determining if a SPR should be completed in-person or telephonically.

### **In-person (Complex case):**

- housing issues
- hoarding
- complex service plan
- frequently requests for vendor/worker changes
- consistently calls ASAP
- new to the ASAP
- RN requests SPR is done in-person (RN should put the reason in the notes section of the task to the GSSC)

### **Telephonic (Non-complex case):**

- does not have an ASAP service, may have AFC or PCA, but not through the ASAP
- no known provider or hoarding issues
- known to the ASAP, came from Home Care or another SCO

**GSSCs** - Please remember that you are to not measure compliance on these visits. The goal is to see the Level 4 members after the RN and within 45 days of the member's effective date, however your own compliance on initial Level 1s, Level 2s and ongoing Comprehensive Assessments is the priority. You can change the due date on these tasks so they are not displayed in red. If you are not sure if the SPR should be completed telephonically or in-person, please contact your SCO clinical consultant.