



Division of Rehabilitation Services

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State Superintendent of Schools
Scott Dennis
Assistant State Superintendent

November 10, 2020

To: BHA Providers of Supported Employment

From: Scott Dennis, Assistant State Superintendent in Rehabilitation Services

Regarding: End of Temporary Process for DORS and BHA Supported Employment Authorizations;
Begin DORS use of OPTUM/Incedo

In March, 2020, DORS and BHA began the use of the coversheet as a temporary process for providers to complete and submit the DORS application for jointly served consumers as a remedy to the technical challenges experienced within the implementation of the new ASO, OPTUM.

Beginning November 16, 2020, **the use of the coversheet is being discontinued**. At that time DORS staff will be required to use OPTUM/Incedo to gather the DORS application and associated eligibility information for individuals who receive Behavioral Health Supported Employment (Traditional and EBPS). Recently, DORS staff had the opportunity to attend one of three scheduled OPTUM/Incedo trainings and while the majority of our staff have been trained, there may be a few who have yet to receive the training. Please bear with us as we work to get all staff up to speed.

As was previously done, the provider will complete the request for a preplacement authorization. Once it is approved by the local behavioral health authority (LBHA) and the Request for Maryland Division of Rehabilitation Services and Authorization to Disclose Health Information (DORS ROI) is received by OPTUM, **OPTUM will notify DORS staff that access has been granted to the individual's record by sending an email to the DORS counselor and supervisor advising them that there is an approved preplacement authorization for the individual specified in the email**. This is a change in process. Previously the provider was required to send the notification to the DORS counselor and their supervisor.

Upon receipt of the notification of an approved authorization, the DORS counselor will:

1. Use OPTUM/Incedo to review appropriate documentation and determine eligibility. This documentation includes:

- a. The approved authorization, The Diagnostic Information (found under Diagnosis) and related functional limitations (found in Clinical Assessments) within the Authorization Page.
 - b. The DORS Application which will be printed and signed/dated by the consumer upon review at intake. Since there is no signature line on the Application, consumers may sign and date it at the bottom or anywhere that is legible and convenient on the document.
2. After DORS determines eligibility, DORS and the eligible consumer will develop and approve a DORS Individualized Plan for Employment.
 3. Based on the individual's employment status at the time the IPE is signed, DORS will issue authorizations for Job Development (either 20 hour increments or Milestone 1 for Intensive Job Coaching as per Fading Schedule).

For example, if a consumer is employed when the IPE is signed, DORS will issue a M2 or job coaching hours for maintaining employment according to the fading schedule. Likewise, if a consumer is not working when their IPE is signed, DORS will issue a M1 or job Coaching for Job Development in the standard 20 hour increments.

4. DORS staff will follow current policy related to obtaining signatures during COVID-19.
5. All policies related to expected timelines can be found in the RSM 2, Section 804.01 at <https://dors.maryland.gov/resources/Pages/policy.aspx>.

Questions may be directed to Kate Drake at: Catherine.drake@maryland.gov.



Scott Dennis
Assistant State Superintendent in Rehabilitation Services