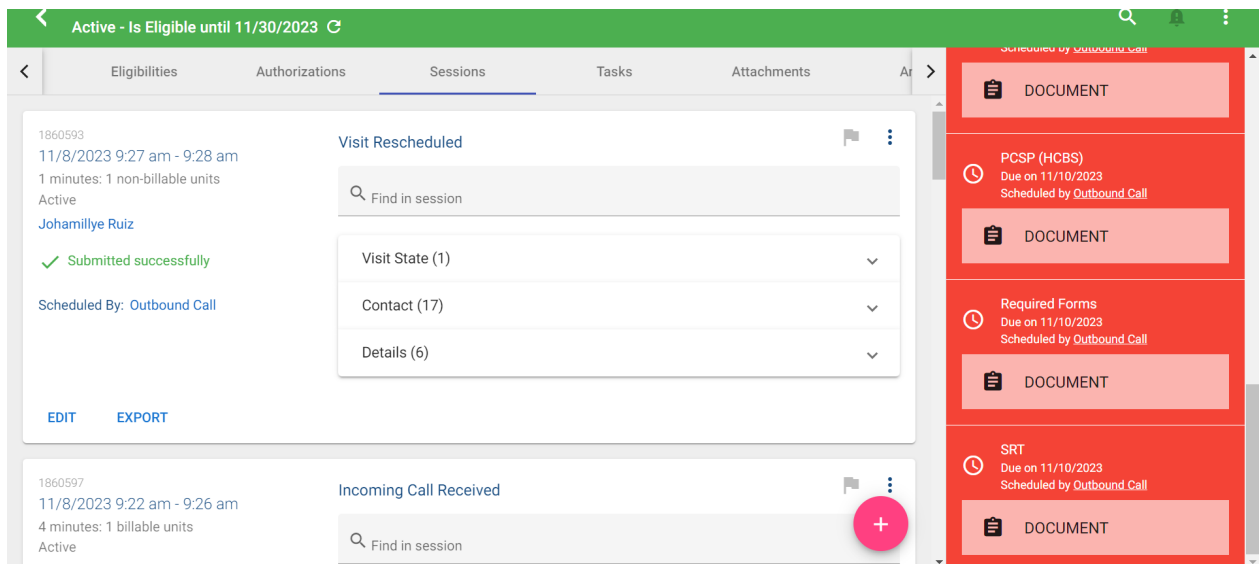


LTSS/SRT Guide

An SRT, or "Service Request Tool" is completed after every Comprehensive Needs Assessment visit so that PHW may review all current and/or continuing service as well as any changes requested by the participant.

To document the SRT, select the "Document" button, in the SRT alert box on the right side of the Function Portal "Sessions" tab. SC's complete the SRT "first draft", Quality Assurance (QA) completes the "final draft".



There are three main components of the SRT:

1. General information
2. Requests
3. Additional Information

General Information

Requires 2 pieces of information:

1. Select additional health insurance coverage:

- Check off the boxes of the participant's insurance. All participants that are eligible have Medicaid, so the answer defaults to Medicaid in Function Portal. The SC is responsible for selecting any other insurances that the participant has at the time of the visit.

2. Who initiated the request?

- SC selects between “Enrollee”, which is the participant OR “Enrollee’s Authorized Representative”, the SC must ensure that if Authorized Rep is selected that they are on the Authorization to disclose form in the “Required Forms” session in Function Portal.

Active - Is Eligible un

Info

1860593
11/8/2023 9:27 am - 9:28
1 minutes: 1 non-billable units
Active
Johamillye Ruiz
Submitted successfully
Scheduled By: Outbound Call
EDIT EXPORT

1860597
11/8/2023 9:22 am - 9:26
4 minutes: 1 billable units
Active

Find in session

DOCUMENT

(CBS)
/10/2023
d by Outbound Call

DOCUMENT

d Forms
/10/2023
d by Outbound Call

DOCUMENT

/10/2023
d by Outbound Call

DOCUMENT

1. General Information
Completed

1. Select additional health insurance coverage(s) member has (only applicable for 'New Requests') *

Medicare

Medicare supplement plan

No other insurance / Medicaid only (default)

Third party insurance / Spousal insurance

Veterans Administration (VA) benefits

Other

3. Who initiated the request? *

Enrollee

Enrollee's Authorized Representative

CANCEL SAVE DRAFT

Requests

Each service being requested during the visit must be entered separately, there are 10 spots to “Request” services in each SRT. The following information has to be supplied:

- **The HCBS benefit is being requested**
- **Current and requested total amount of the service**
- **Current and requested units of measure** - put in the type of unit. This depends on the type of services (meals, hours, units, etc.)
- **Current and requested frequency of the service**
- **The reason for the request**
- **If the request is temporary or permanent-** a temporary request might be used in instances such as a caregiver going on vacation or the participant requesting additional hours until they can recover from an injury that led to a hospitalization.
- **If the SC is in agreement with the participant/Authed Rep’s request or not**

Additional Information

- **Who the participant lives with**
- **What assistive devices the participant uses**
- **If the participant requires assistance obtaining additional assistive devices**
- **What assistive devices the participant still needs**
- **Additional comments-** This section should contain the participant's own words for

why they are requesting the service. The SC can also add any additional information they feel would be helpful to the reviewer that will be determining if the service being requested is needed. Below are some examples of things to discuss and document:

1. The participant's health status (how they feel, existing or new diagnoses, recent hospitalizations, and/or injuries).
2. Formal/Informal support that is currently available
3. Specifics about the request and why the participant wants it.
4. ****For Home Modifications, this is where you put in the actual item being requested. NOT in the Service Plan.****
5. ****If the participant is requesting Respite Care, put in the dates****

Annual Visits

PHW requires that SRTs be completed for EVERY Annual Comprehensive Needs Assessment. Even if there are no changes or new requests.

SRT with no changes

- If there are no changes or new requests during the Annual visit, submit an SRT with “New Request” selected for “What is the Request type?”.
- If there are any requested changes, then follow the instructions above.