



# Employment Services Provider Guide

ECF CHOICES & CHOICES



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We developed our LTSS Employment Services Provider Guide for ECF CHOICES and CHOICES Employment providers, to share practical and specific information that supplements your contract with BlueCare Tennessee to provide employment services. In it, you'll find information about:

- Employment Services
- Reporting and authorization requirements
- The roles, responsibilities and expectations of BlueCare<sup>SM</sup> network providers who provide Employment Services

## BlueCare Tennessee Long-Term Services and Supports (LTSS) Employment Services Overview

(LTSS includes both ECF CHOICES and CHOICES programs)

### Why Employment Services are vital

Why do we have such a focus on employment? Employment gives people an opportunity to be part of their community, gain income, enhance skills and knowledge, and increase their self-esteem and independence, regardless of disability status. Every person's employment journey is specific to them, and the services they receive are no different. Since 2016, ECF CHOICES members have been gaining employment with competitive, integrated employers across the state. A significant portion of our BlueCare members participate in pre-employment activities and work toward obtaining employment. The Employment Services offered ensure each member receives the support they need to be successful. Services are individualized and person-centered, giving members the autonomy to decide how their employment journey will look. As of July 1, 2024, CHOICES members in groups 2 and 3 are now able to access these important Employment services to assist them in their Employment journeys as well.

### More about Employment Services

Employment Services are designed to meet members where they are in their career paths and provide the appropriate services to help them achieve their desired employment goals. Whether they've never had a job before or are retired and want a part-time job doing something new, *Employment Services are available to all ECF CHOICES groups and CHOICES groups 2 and 3.*

**Service definitions, requirements and reimbursement rates for each employment service are defined by the Division of TennCare. Detailed descriptions of services and their requirements can be found in documents published by TennCare. This guide is complementary and doesn't replace the language outlined in waiver and contractor risk agreement (CRA) documents provided by TennCare. Please also review state and federal guidelines about the definition of competitive, integrated employment.**

There are several Employment Services and Supports available in ECF CHOICES and CHOICES programs. These services vary in purpose, goal, intensity and length of service. Each service aims to help members achieve a specific goal during their employment journey and gaining competitive, integrated employment.

**Employment Services aren't set in a specific order.** They're designed to meet the member "where they are." Services are individualized to the person, and no specific number of services is required.

Employment Services include:

- Discovery
- Benefits Counseling
- Exploration for Individualized Integrated Employment
- Situational Observation and Assessment (SOA)
- Job Development Plan
- Job Development Start-Up
- Self-Employment Exploration
- Self-Employment Plan
- Self-Employment Start-Up
- Job Coaching for Individual Wage Employment
- Job Coaching Stabilization & Monitoring
- Job Coaching for Self-Employment
- Career Advancement
- Integrated Employment Path Services (IEPS)
- Coworker Supports
- Supported Employment – Small Group (\*not available in CHOICES)

Employment services should take place in integrated settings. *Please take note of TennCare's updated definition of Competitive Integrated Employment (CIE) to ensure that locations chosen for activities and employment opportunities meet the criteria for CIE.*

## Information for Providers

### Staff qualifications for Employment Services

TennCare has specific qualifications and training requirements for providers and staff that provide Employment Services. For more information about those requirements, please contact your Provider Network Manager. We've included contact information for our Long-Term Services and Supports (LTSS) Provider Network Managers on pg. 32. You can also find information on Employment training requirements for all HCBS staff at DIDD's website at <https://www.tn.gov/didd/divisions/training.html> under "Training Requirements."

**Please pay special attention to the requirements for Employment Supervisors and the ACRE Professional/Work Works requirement for all Employment providers.**

## Authorization of Employment Services

Our LTSS Support Center is responsible for helping manage authorizations/referrals to and from the Sandata Order Manager. Different LTSS team members may reach out about referrals or authorizations as needed. Providers can also reach out to the **Employment Reports inbox** at [Employment\\_Reports@bcbst.com](mailto:Employment_Reports@bcbst.com) for support or requests for authorizations if they're unsure who to contact directly.

We use the Sandata Order Manager system to identify providers for member services and share authorizations. Once the person-centered support plan (PCSP) is complete, our LTSS specialists will contact providers in the Order Manager to confirm capacity and the providers' commitment to initiating and providing services within contractual timeframes. The LTSS team is responsible for managing the members' requested services and identifying providers. Providers can learn more about the Sandata Order Manager and how this process works by contacting their Provider Network Manager.

Our process for authorizing services:

- Our Support Center team (LTSS Specialists) manages referrals and authorizations for Employment Services.
- An LTSS Specialist creates a referral authorization that's sent through Order Manager.
- The provider accepts the referral and receives the authorization in Order Manager. Then, the provider can begin serving the member.
- Before services begin, the LTSS Specialist sends the provider necessary documents, including the Member Goals Form and the member's PCSP.

## Our Team

Learn more about the members of the BlueCare Tennessee team you'll work with frequently below:

- Our **Employment Specialists** provide employment-related training, guidance, and technical support for providers. They actively engage with providers to ensure all parties have a clear understanding of Employment Services. They also manage the Employment Reports inbox ([Employment\\_Reports@bcbst.com](mailto:Employment_Reports@bcbst.com)) and review, approve and provide feedback on submitted employment reports.
- Every member in ECF CHOICES has an assigned **Support Coordinator** and every member in CHOICES has an assigned **Care Coordinator**. The Coordinator's role is to meet with the member and their family or support team to discuss the member's goals and what services and supports

may be a good fit for them. They also help the member determine what services fit within their TennCare cost-cap. The Coordinator works with the member to create a PCSP and update it as needed. The Coordinator should be the primary contact for providers needing information for any member/referral they accept.

- **LTSS Specialists** operate our Support Center and play a vital role in ensuring services flow seamlessly for our members. They're responsible for creating authorizations, validating PCSPs and other documentation, sending out service referrals, and coordinating with providers to identify start-dates, meet and greets, and more. Providers will regularly be in contact with our LTSS Specialists as they flow through Employment Services.

## Two categories of Employment Services

Employment Services are broken into two categories: **outcome-based services** and **non-outcome-based services**. Authorizations look different depending on the service type.

Outcome-based service authorizations will be listed as "pending" until an Employment Specialist receives and approves the report. Non-outcome-based services are marked as "complete" and can be billed as the service takes place.

**Note:** Exceptions include Job Coaching and Benefits Counseling. While not considered "outcome-based," providers are required to submit a report before re-authorization (if appropriate).

## Helpful authorization tips

- Always coordinate with an LTSS Specialist about the service start date before services start. This ensures our team knows the exact date for required authorizations and can document when a service officially begins. Be sure to include the member's Coordinator.
- On the authorization, you'll see "Support Name," which is the LTSS Specialist's name, not the Coordinator. You can find the name of the Coordinator listed on the PCSP. You can also contact an Employment Specialist if you need help locating a member's Coordinator.
- Make sure you've received an authorization before beginning a service. Having discussions with the member, their family or a Coordinator doesn't indicate the service has been authorized. Confirming you have an authorization ensures you're approved to complete the service and helps prevent potential billing issues.
- Be sure to review the member's PCSP regularly. Updated versions will be sent to the provider.

- When a provider submits an employment report, it must go through the approval process, which includes the Employment Specialists and Coordinators. Then, the LTSS team will create the completed authorization. Once the authorization is switched to **complete** status (billable authorization) it's sent to the provider and allows them to bill for the completed service. Please allow up to 10 business days for the report to go through this process. (Note: Job Coaching authorizations may take longer).

## Employment Services Summary

Below is a table that lists each employment service and includes:

- Name of service
- What type of report submission is required – an email to the [employment\\_reports@bcbst.com](mailto:employment_reports@bcbst.com) inbox for approval and billing or the Coordinator for review and reauthorization
- If there's a specific template required for billing
- Authorization timeframe
- TennCare-required **minimum** staffing qualifications to complete the service

**Note:** TennCare-required templates for each service listed below can be found on the TennCare website at <https://www.tn.gov/tenncare/long-term-services-supports/documents.html> under **Employment Service Report Templates**.

<u>Service</u>	<u>Report Submission</u>	<u>Specific Template Required for Billing?</u>	<u>Authorization Timeframe</u>	<u>Minimum Staffing Qualifications</u>
Exploration for Individualized Integrated Employment	Inbox	Yes	<b>60 days</b>	Job Coach
Benefits Counseling	Inbox	Yes	<b>90 days</b>	Community Work Incentives Coordinator (CWIC), or Community Partner Work Incentives Counselor (CPWIC), or Work Incentive Practitioner (WIP-C)
Discovery	Inbox	Yes	<b>90 days</b>	Job Developer
Situational Observation and Assessment	Inbox	Yes	<b>30 days</b>	Job Coach
Job Development Plan	Inbox	Yes	<b>30 days</b>	Job Developer
Job Development Start-Up	Inbox	Yes	<b>Phase 1: Six months Phase 2: 30 days Phase 3: 30 days</b>	Job Developer
Career Advancement Plan	Inbox	Yes	<b>30 days</b>	Job Developer
Career Advancement Goal Achievement	Inbox	Yes	<b>Six months</b>	Job Developer
Job Coaching	Monthly logs sent to Coordinator  Required Fading Plans submitted to inbox every six months	No  *Specific JC Fading Plan template is required for reauthorization	<b>Six months</b>	Job Coach
CoWorker Supports	Inbox	No	<b>TBD</b>	Job Coach
Self-Employment Exploration	Inbox	Yes	<b>60 days</b>	Job Developer
Self-Employment Plan	Inbox	Yes	<b>90 Days</b>	Job Developer & SE training
Self-Employment Start-Up	Inbox	Yes	<b>Phase 1: Six months Phase 2: 30 days Phase 3: 30 days</b>	Job Developer & SE training
Supported Employment - Small Group (*not available in CHOICES)	Monthly logs sent to Coordinator	No	<b>TBD</b>	Job Coach
Small Group Transition Payment (*not available in CHOICES)	Inbox	No	<b>One-time incentive payment</b>	Job Coach

Integrated Employment Path Services	Monthly logs sent to Coordinator	No	<i>Six months or less</i>	Job Coach
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Please pay special attention to TennCare’s ACRE Professional/Work Works credentialing requirement for all providers.

## Documentation and Submission Requirements for Employment Services

### Submitting reports

As providers complete employment services, they’ll use the required report templates to document the activities that occurred and the information obtained during their time with the member. The goal of these reports is to provide a detailed account of the service and inform the Coordinator and other stakeholders about what took place and potential next steps.

The following Employment reports must be submitted to the inbox for approval:

- Exploration for Integrated Employment
- Discovery
- Situational Observation & Assessment
- Job Development Plan
- Job Coaching Fading Plan
- Job Development Start-Up (all three phases)
- Benefits Counseling
- Career Advancement Plan and Goal Achievement
- Self-Employment Exploration
- Self-Employment Plan
- Self-Employment Start-Up (all three phases)
- Coworker Supports

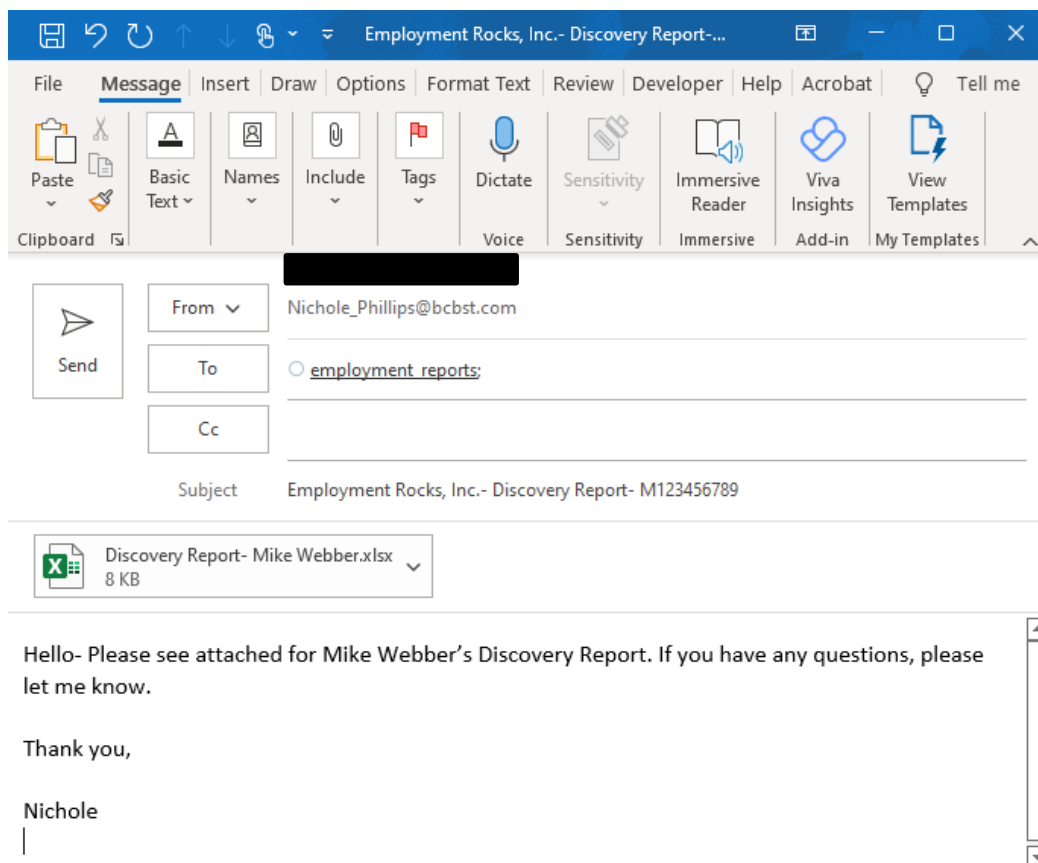
Required report templates must be completed and electronically submitted to the **Employment Reports inbox**, which is managed by the Employment Specialists.

When completing and submitting reports to the inbox, please remember:

- All completed report templates must be emailed to [Employment\\_reports@bcbst.com](mailto:Employment_reports@bcbst.com).
- **All completed reports must be typed on a TennCare-approved template.** Handwritten reports or reports on the incorrect template will be returned to the provider with a request for an amendment.
- Please be sure to **sign the report**. Reports that haven’t been signed by the provider will be sent back with a request for signature. Digital signatures are accepted.

- Reports must be **submitted within 14 days of the authorization end date**. Please note, these 14 days are for writing the report. **All member activities must take place within the authorization date range.**
- Complete all sections thoroughly. The Employment Specialists will contact the provider for more information or to request an amendment if the report contains blank lines, boxes or dates.
- When creating an email to send a completed, typed report, please use a subject line with specific information in this order:

EX: Agency Name – Type of Outcome-Based Employment Service Report – Member ID Number



## Reports approval process

Once the provider submits a completed report to the inbox, the Employment Specialist reviews it to make sure it contains the required information, necessary level of detail and meets the standard requirements of that service.

- If the report meets the requirements, the Employment Specialist will send the report to the Coordinator. The Coordinator then reviews the report to ensure the service activities make sense for the member’s goals. The Employment Specialist will also email the provider to confirm they’ve approved the report and sent it for the next step in the approval process.
  - Once the Coordinator reviews the report and determines that everything is in order, they’ll approve it for billing and let the LTSS team know.
  - The LTSS team marks the service as “complete,” authorizes it for billing and sends the authorization form in Sandata Order Manager or by email. **Please make sure we have current contact information for your agency so the correct person gets authorizations for billing.**
  
- If the report doesn’t meet the requirements of the service, the Employment Specialist will notify the provider and communicate what changes or enhancements need to be made to the report for it to be approved. This is called a Return for Amendment (RFA). See below for the RFA process.
  - If the Coordinator reviews the report and determines it doesn’t match the member and their goals, or if the member/family reports they’re not satisfied with the service, the Employment Specialist will contact the provider to discuss next steps.

## Return for Amendment (RFA)

If the Employment Specialist requests an RFA from the provider, it means the report and/or service doesn’t meet the requirements for approval.

If this happens, the Employment Specialist will email the provider to let them know changes are needed. Any necessary changes or updates will be clearly defined by the Employment Specialist.

Common reasons for amendment include missing signatures, fewer interviews or activities than required, using an incorrect template, performing the service incorrectly or completing the wrong service.

When an RFA takes place, the Employment Specialist will offer an extension on the authorization date to allow the provider time to complete the needed corrections and/or activities. Providers should coordinate with the Employment Specialist on the extension date to ensure they have an adequate amount of time to adjust the report.

The provider will then complete the corrections and submit the amended report through the regular process. If approved, the service will flow through the regular report approval process outlined above.

- If the amended **report isn't approved** by the Employment Specialist, the Coordinator or the member, further steps will need to be taken on a case-by-case basis. This could result in another amendment request or the member requesting a new provider to complete the service.

## Extensions

If a provider needs an extension for any employment service, they must submit an extension request. **All requests for extension must be approved by an Employment Specialist.** LTSS Specialists can't approve service extensions. They must go through the Employment Reports inbox.

- Note: Requests for reauthorization for Integrated Employment Path and Job Coaching Stabilization and Monitoring **can be submitted** to the Coordinator directly. This is considered a reauthorization and not a service extension.

Please email [employment\\_reports@bcbst.com](mailto:employment_reports@bcbst.com) with the following information to request an extension:

- Name and member ID
- Service to be extended
- Date service started (first face-to-face interaction with the member)
- Reason for extension
- Date of needed extension

Examples of reasons for extension requests may include staff or member illness, extra time to complete needed activities, issues with scheduling, vacations, etc.

## Supported Employment – Individual Employment Supports Service (SE-IESS) Descriptions

The two types of employment services supported with this service category are Individualized Integrated Employment and Individualized Integrated Self-Employment.

**Individualized Integrated Employment** is sustained paid employment in a competitive or customized job with an employer when an individual is compensated at or above the state's minimum wage. The goal is for the person to receive the same wage and level of benefits as individuals without disabilities who perform the same or similar work.

**Individualized Integrated Self-Employment** is sustained paid self-employment that's home-based or conducted in an integrated setting. The net income, in relation to hours worked, should be equivalent to no less than the state's minimum wage after a reasonable self-employment start-up period.

## Important highlights

- The expected outcome is people getting and keeping jobs.
- Work incentives should be used to help people maximize earnings.
- Make sure your Direct Support Professionals (DSPs), Job Developers and Job Coaches know the basics of work incentives but allow the professional Benefits Counselors to provide the individualized benefits information for members.
- These services include personal assistance (if needed) for the person receiving the service.
  - Providers must meet qualifications to provide personal assistance, but a personal support service agency (PSSA) license isn't required. If the person no longer needs supportive employment and only requires personal assistance to work, please work with their Support Coordinator to change the authorization accordingly.
- Transportation to and from these services isn't included in the rates paid for these services.
- Transportation during the service delivery is included in the rates paid for these services.
- An individual's PCSP may include more than one non-residential habilitation service. However, you can't bill these services during the same time period (e.g., during the same 15 min./hour unit of time).
- **You must have an authorization in place to begin providing services.** Don't start services without an active authorization.
- Employment services should take place in integrated settings. *Please take note of TennCare's updated definition of Competitive Integrated Employment (CIE) to ensure that locations chosen for activities and employment opportunities meet the criteria for CIE.*

**Note:** Employment services aren't required to go in a certain order. The goal is to identify the correct service for the member based on their goals/needs and where they are in their employment journey.

Coordinators are responsible for ensuring the services and amount of service hours are consistent with the member's cost cap. Cost caps vary by group and program. Service caps and limitations listed below vary based on the member's available funds. Please involve the Coordinators in all conversations about service options with the members and their families, and refrain from offering services directly to members.

## Benefits Counseling

### Service definition highlights

A person's concerns about how working may impact their Social Security and other benefits can be a major barrier to pursuing employment. There are many myths and misconceptions about receiving benefits and working.

- This service is designed to give the person and their support information about their benefits and work so they can make an informed decision. Examples of benefits include but aren't

limited to Social Security benefits, income support, health care, long-term services and supports, housing subsidies, the Supplemental Nutrition Assistance Program (SNAP), etc.

- It's also designed to challenge myths and alleviate fears/concerns that integrated, competitive employment could jeopardize their benefits. This is done through an individualized assessment, which ensures the information gathered is specific to the jobseeker.
- A certified Community Work Incentives Coordinator (CWIC), Community Partner Work Incentives Counselor (CPWIC), or Work Incentive Practitioner- Credential (WIP-C) provides the service.
- Helping individuals understand the variety of work incentives and support programs is also included. These work incentives and support programs may include Impairment-Related Work Expenses (IRWE), Plan to Achieve Self-Support (PASS) plans, trial work periods, Medicaid buy-in for workers with disabilities and Medicare continuation benefits for SSDI beneficiaries.

### **Service expectations**

Through this service, professional Benefits Counselors:

- Help people understand their benefits and how to use the incentives and other tools available to them to achieve economic self-sufficiency.
- Develop a system to maintain proper service documentation, including monthly Benefits Summaries and Analyses and Work Incentive Plans for reports to the Social Security Administration.
- Support the person's communication needs, including age-appropriate communications and translation/interpretation services for persons with limited English-proficiency or who have other communication needs requiring translation. This may include sign language interpretation and/or a communication device.

### **Limitations**

- **Initial Benefits Counseling** is for members actively considering or seeking individualized integrated employment, Self-Employment or Career Advancement. The member can receive up to 20 hours of counseling and the service can be authorized once every two years (with a minimum of two 365-day intervals between services).
- **Supplementary Benefits Counseling** is geared toward people evaluating an individualized integrated job offer/promotion or self-employment opportunity of up to an additional six hours. This service may be authorized up to three times per year, if needed.
- **PRN Problem-Solving Services** are designed to help members maintain individualized integrated employment or self-employment of up to eight hours per situation requiring PRN

assistance. This service may be authorized up to four times per year, if necessary to maintain individualized integrated employment or self-employment.

### **Service delivery expectations**

- Providers will submit a report on the TennCare-approved template to bill for services
- Service is in units

## **Discovery**

### **Service definition highlights**

This service is meant for members wanting to pursue individualized integrated employment or self-employment but don't know what type of job they may want. This is an extensive service meant to learn about the person's interests and likes, as well as identifying skills that could translate to a job. Gaining this information is done through spending time with the member and getting to know their interests and skills, talking with their identified supports, and through observations conducted in the home and community settings that are individualized to the person.

Discovery helps a person identify:

- Strong interests toward one or more specific aspects of the labor market
- Skills, strengths and other contributions likely to be valuable to employers or valuable to the community if offered through Self-Employment
- Conditions necessary for successful employment or Self-Employment

Activities include:

- Identifying the person's strong interests, existing strengths and skills transferable to individualized integrated employment or Self-Employment
- Conducting two to three informational interviews with family, friends and others who know the person well to learn more about the person's interests, skills, likes and dislikes
- Observing the person in familiar and unfamiliar places and activities related to their interests and skills

Discovery also involves identifying conditions for success based on experiences shared by the person and others who know the person well, and observation of the person. A written profile summarizes the process, learning and recommendations to inform the person's individualized integrated employment or self-employment goals, and strategies to use to help secure employment or self-employment for the person. Providers will document each date of service, the activities performed that day and the duration of each activity.

### **Limitations**

This service may be reauthorized once every three years.

### Service delivery expectations

- The service must be completed within 90 calendar days once started
- The report is due no later than 14 days after service completion
- A TennCare-approved report template must be used for submission
- The outcome payment will be paid once we get an acceptable profile (on the required template, with no sections unaddressed and evidence that the service has been delivered)
- The outcome payment assumes an average of 50 hours to complete the service and write the profile (including all hours – not just face-to-face time)

**Minimum qualifications/training:** Job Developer

## Exploration for Individualized Integrated Employment

### Service definition highlights

This service is meant for members who are **unsure** about the idea of work or think they may not be able to work. It's also meant to support their families or those who are participating in the ECF CHOICES Informed Choice Process (when applicable). This service isn't appropriate for members who already know they want to pursue Individualized Integrated Employment or Self-Employment.

- It also includes exploration of Individualized Integrated Employment or Self-Employment opportunities in the local area specifically related to the person's identified interests, experiences and/or skills through **four to five arranged business tours, informational interviews and/or job shadows**. These opportunities should be unique to the individual and based on their individual interests, aptitudes, experiences and skills most transferable to employment identified during initial meetings with the member.
- Each business tour, informational interview and/or job shadow includes time for set-up, prepping the person for participation and debriefing with the person after each opportunity.
- Educational opportunities should also be made available and include:
  - Introductory education on the numerous work incentives for individuals receiving publicly funded benefits (e.g., Supplemental Security Income, Social Security Disability Insurance, Medicaid, Medicare, etc.)
  - Introductory education on how supported employment services work (including Vocational Rehabilitation services)
- Educational information to ensure the person's conservator or involved family members support their choice to pursue Individualized Integrated Employment or Self Employment. The goal of this education is to **address any concerns, hesitations or objections** the person, their legal guardian/conservator or family members may have.
- The goal is for the member to decide whether they would like to pursue an employment goal or not at the end of this service. This decision must be documented in the submitted report.

### Limitations

Reauthorization may occur a maximum of once every 365 days. It's only necessary if the person, at the time of reauthorization, isn't already engaged in Individualized Integrated Employment or Self Employment or other services to help gain employment.

### **Service delivery expectations**

- The service must be completed within 60 calendar days once started.
- Reports are due no later than 14 days after service completion.
- A TennCare-required template must be used for submission.
- The outcome payment will be paid once we get an acceptable report that's on the required template, has no incomplete sections and contains evidence supporting service completion.
- The outcome payment assumes it takes an average of 40 hours to complete the service and write the report. This includes all hours – not just face-to-face time.

**Minimum qualifications/training:** Job Coach

## **Situational Observation and Assessment (SOA)**

### **Service definition highlights**

The purpose of SOA is to allow a person to “tryout” jobs they've identified as potential interests. Individuals participating in SOA have narrowed down their job interests and want to see what they're like before applying for jobs.

- SOA includes observing and assessing an individual's interpersonal skills, work habits and vocational skills. This is done through practical, experiential, community-integrated volunteer experiences and/or paid individualized, integrated work experiences. These experiences should be uniquely arranged and specifically related to the job seeker's interests, preferences and transferable skills.
- If the member participates in a paid experience, the pay must be minimum wage or higher.
- It involves comparing the individual's actual performance with the core job competencies and duties required of a skilled worker. The goal is to further determine the work competencies and skills needed by the individual to be successful in environments like where the experience is taking place.
- SOA gives individuals an opportunity to evaluate and confirm areas of employment interest based on real-life experiences. The purpose isn't to conclude if the person is “employable.”
- Each experience requires an average of 12 hours. That includes four hours of hands-on experience for the member, coordinating with the member, setting up experiences and writing the report.

### **Limitations**

This service may be reauthorized once every three years. Reauthorization is allowed if:

- The person, at the time of reauthorization, isn't already engaged in Individualized Integrated Employment or Self Employment or other services to gain such employment.

- The person’s goal is to gain Individualized Integrated Employment or Self Employment within 12 months.

### **Service delivery expectations**

- The service must be completed within 30 calendar days once started.
- Up to four separate experiences can be authorized.
- The report is due no later than 14 days after service completion.
- A TennCare-approved template is required for submission.
- The outcome payment can be paid per experience once we get an acceptable report, or all experiences can be documented together and submitted on one report.

**Minimum qualifications/training:** Job Coach

## **Job Development Plan**

### **Service definition highlights**

The goal of the Job Development Plan is to develop a plan for the job search by identifying the person’s employment goal(s). Goals are based on the person’s interests, skills, abilities, essential working conditions and preferences. The plan should also include potential employers to contact and necessary job search tools.

- This service is designed to create a clear and detailed plan for job development. It should always be unique to the member but could include:
  - Reviewing information from any previous services (Discovery/SOA etc.).
  - Identifying potential employers to job develop with.
  - Making plans for transportation.
  - Preparing for the application/interview process.
  - Discussing disclosure and identifying the person’s preferences.
  - Finalizing any potential assistive/enabling technology needs or personal care needs.
  - Identifying potential job task negotiations, work environment requirements/preferences, and/or reasonable accommodations.
- The service includes a planning meeting with the individual and other people who are instrumental in supporting them. The service may also incorporate the results of Exploration, Discovery, and/or Situational Observation and Assessment, if previously authorized.
- This service usually takes an average of four to six hours and should take place in person.

### **Limitations**

This service may be reauthorized once every three years. Reauthorization is allowed if:

- The person, at the time of re-authorization, isn’t already engaged in Individualized Integrated Employment or Self-Employment, or other services to gain such employment.
- The person has a goal of getting Individualized Integrated Employment or Self-Employment within 12 months.

### **Service delivery expectations**

- This service must be completed within 30 calendar days.
- The plan is due no later than 14 days after the service completion date.
- A TennCare-approved template is required for submission.
- The outcome payment will be paid once we get an acceptable plan (on the required template with no sections unaddressed and evidence of service completion).

**Minimum qualifications/training:** Job Developer

## **Job Development Start-Up**

### **Service definition highlights**

Job Development Start-Up involves conducting the actual job search and working with the member to find competitive, integrated employment. The length of the first phase varies from person to person due to the individualization of the job search and the length of time it takes to find a job. This service also includes supporting the member in their first 10 weeks of employment.

- The job development component provides support to help members find an individualized, competitive or customized job in an integrated employment setting. The person should be part of the general workforce and compensated at or above the minimum wage.
- The expectation is the Job Development Plan will be implemented. The outcome must be consistent with the individual's personal and career goals, as identified in the plan.
- A person can receive Job Coaching services at the same time as Job Development Start-Up once the job has begun.
- If a person is also participating in Integrated Employment Path Services, these services must **end** when the person gets a job.

### **Limitations**

- This service may be reauthorized yearly.
- The service isn't available for members who are currently employed in competitive, integrated employment.

### **Outcome payments**

Job Development Start-Up is billed in three phases. The reimbursement rates are based on a disability tier system set by TennCare. The three phases include two weeks, six weeks and 10 weeks on the job.

### **Outcome payments paid in three phases**

- **Phase One:** Two weeks successful employment
- **Phase Two:** Six weeks successful employment
- **Phase Three:** 10 weeks successful employment

### Service delivery expectations

- Coordinators will add Job Development Start-Up Phase One to the PCSP first. During the initial Phase, providers will help the member with job searching, implementing the Job Development Plan, applying for jobs and interviewing. This Phase continues until the person gains employment and has been working for two weeks.
- After the member has worked two weeks, the provider will submit a report on the required template to document the start of the job and send it to the Employment Reports inbox along with a **paystub or some form of wage verification** for Phase One.
- Once that's approved, the Coordinator will then add Phases Two and Three to the PCSP. Providers will continue supporting the member in the new job and submit reports/wage verification at weeks six and 10 to complete the remaining phases.
- We recommend providers update the Coordinator when a member gets a new job or has a start date for their employment as soon as possible. The Coordinator will update the PCSP with this information and prepare for adding any additional supports that are needed, such as Job Coaching.
- A TennCare-approved template is required for submission.

**Minimum qualifications/training:** Job Developer

## Self-Employment Exploration

### Service definition highlights

Similar to regular Exploration, members will participate in SE Exploration to “explore” the idea of starting their own business and learning about what all that may entail. **This service is for members who have an interest in Self-Employment but are unsure if that is the goal they would like to pursue.**

In this service, the member will meet with a provider who will assist with discussing SE goals, collecting information to assist the person in making an informed choice on the pursuit of Self-Employment, and helping facilitate a feasibility study and consultation with local advisory agencies. The end-goal of the service is for the member to choose whether to continue pursuing Self-Employment.

Members may be employed and want to utilize this service to explore the idea of Self-Employment. Because of this, Self-Employment Exploration *may* run alongside other types of Employment services/supports.

### Limitations

This service may be reauthorized once every 365 days.

### Service delivery expectations

- This service must be completed within 60 calendar days.
- The plan is due no later than 14 days after the service completion date.
- A TennCare-approved template is required for submission.

- The outcome payment will be paid once we receive an acceptable plan (on the required template with no sections unaddressed and evidence of service completion).

**Minimum qualifications/training:** Job Developer & Self-Employment training

## Self-Employment Plan

### Service definition highlights

Members who've decided to pursue Self-Employment will work with a provider to create a plan for their business and laying out what needs to take place to get it up and running.

### Limitations

This service may be reauthorized once every three years. Reauthorization is allowed if:

- The person, at the time of re-authorization, isn't already engaged in Individualized Integrated Employment or Self Employment, or other services to gain such employment.
- The person has a goal of getting Individualized Integrated Employment or Self Employment within 12 months.

### Service delivery expectations

- This service must be completed within 90 calendar days.
- The plan is due no later than 14 days after the service completion date.
- A TennCare-approved template is required for submission.
- The outcome payment will be paid once we receive an acceptable plan (on the required template with no sections unaddressed and evidence of service completion).

**Minimum qualifications/training:** Job Developer and Self-Employment training

## Self-Employment Start-Up

### Service definition highlights

Self-Employment Start-Up involves supporting the member with implementing their Self-Employment Plan and opening their business. It also includes supporting the member for the first 10 weeks of their business being open. The length of the first phase of this service varies from person to person due to the individualization of the service. The amount of time it takes for a member to get their business up and running will vary.

### Limitations

- This service may be reauthorized yearly.

- The service isn't available for members who are currently employed in competitive, integrated employment.

### Outcome payments paid in three phases

The three phases include two weeks, six weeks and 10 weeks of the business actively running.

- **Phase One:** Two weeks of the business being open.
- **Phase Two:** Six weeks of the business being open.
- **Phase Three:** 10 weeks of the business being open.

### Service delivery expectations

- After the member's business has been open for two weeks, the provider will submit a report on the required template to bill for Phase One.
- Once that's approved, the Coordinator will then add SESU Phases Two and Three to the PCSP. Providers will continue supporting the member and submit reports at weeks six and 10 to complete the remaining phases.
- A TennCare-approved template is required for submission.

**Minimum qualifications/training:** Job Developer and Self-Employment training

## Career Advancement

### Service definition highlights

Career Advancement is for members currently engaged in Individualized Integrated Employment or Self-Employment who wish to obtain a promotion, a new job and/or a second job. It isn't for those who want more hours in an existing job or self-employment venture. **This service only applies to members who are currently employed.**

Two outcomes are expected:

- The development of a **Career Achievement Plan** that identifies the person's specific career advancement objective and outlines a viable plan to achieve this objective
- **Career Advancement Goal Achievement**, which occurs when the plan is completed and results in the person successfully achieving their specific career advancement objective

### Limitations

This service may be reauthorized once every three years unless the member's career advancement goal isn't achieved. If the goal outlined in the Career Achievement Plan isn't met, units may be reauthorized after one year if the member gets services from a new provider.

### Service delivery expectations

- **Outcome Payment 1:** Paid after receiving a written plan for Career Advancement on the correct template

- **Outcome Payment 2:** Paid when the member achieves their Career Advancement objective and has been in their new position or second job for a minimum of two weeks. We must receive the completed required template and employment verification.

**Minimum qualifications/training:** Job Developer

## Job Coaching for Wage Employment

### Service definition highlights

Job Coaching for Wage Employment involves helping a member maintain Individualized Integrated Employment that pays at least minimum wage (ideally not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities). This service can be used to support members in Individualized Integrated Employment or Self-Employment.

- Job Coaching includes support for individuals, their supervisors and co-workers either remotely or face to face.
- The goal of Job Coaching is to discuss and make plans for individuals to transition from receiving hands-on Job Coaching services to working independently (which is known as fading). Fading (in some form) should be a goal from the time the person starts a job.
- If a member is participating in wage employment, supports during each phase of employment must be guided by a **Job Coaching Fading Plan**. This plan incorporates a mix of best practices to help the individual achieve their fading goals. Best practices for the Job Coaching Fading Plan include:
  - Systematic instruction, using task analysis, to teach the individual to independently complete as many of their job duties as possible
  - Identifying ways to use assistive or enabling technology to support the member
  - Effective engagement of natural supports, including coworkers and supervisors, as needed

Supports should always be specific to the needs, wants, and preferences of the member and their goals.

### Service delivery expectations

- Job Coaching is authorized in 15-minute units. The amount of time authorized is determined based on the individual and:
  - The number of hours worked
  - The fading accomplished up to the point of authorization
  - The amount of support the member still needs to maintain their job

- **Job Coaching Fading Plans are due every six months if more job coaching is requested.** The purpose of these plans is to identify how the current supports will fade over the next six months and what supports are needed.
- Providers should send these reports to the Employment Reports inbox on the correct template.
  - Please note: Authorizations may take longer than 10 business days after a Job Coaching Fading Plan has been submitted. The Coordinator will need to meet with the member to update the PCSP.
- **Job Coaching Service Logs** are used to document supports provided during each month. These can be sent directly to the Coordinators.
  - A TennCare-approved template isn't required, but strongly encouraged. All information requested on the TennCare-approved template must be included on the documentation submitted.

### Limitations

This service has a maximum of 40 hours per week if services are provided in combination with other non-residential habilitation services. Members may receive 50 hours per week if they're employed at least 30 hours weekly.

Job Coaching services don't include:

- Supports for volunteering or any form of unpaid internship, work experience or employment.
- Supporting paid employment or training in a sheltered workshop or similar facility-based setting.
- Supporting paid employment or training in a business enterprise owned or operated by a provider of these services.
- Supporting paid employment or training in a business enterprise that was formed with the purpose to employ people with disabilities.

***Please be aware of TennCare's updated definition for Competitive Integrated Employment (CIE) and what environments due not meet those requirements.***

**Minimum qualifications/training:** Job Coach

### Job Coaching for Self-Employment

Job Coaching for Self-Employment involves helping members maintain Self-Employment and conduct the tasks required to run their business. Support can be provided remotely (via technology) or face to face. This level of support must empower the member to successfully operate their business (with help from other sources of professional services or suppliers of goods necessary for the type of business). Job Coaching support should never supplement the member's role or responsibility in all aspects of their business. Support during each phase of Self Employment must be guided by a **Job Coaching**

**Fading Plan**, which incorporates a mix of best practices to help individuals achieve fading goals. These include:

- Systematic instruction using task analysis to help the member independently complete as many of their roles and responsibilities as possible
- High- or low-tech assistive technology
- Effective engagement of any business partners, associates and/or suppliers of goods or services

Supports should always be specific to the needs, wants, and preferences of the member and their goals.

Transportation to and from the place of work isn't included in the rate paid for the service.

Transportation that takes place during Job Coaching is included in the rate paid for the service.

### **Service delivery expectations**

- Job Coaching is authorized in 15-minute units. The amount of time authorized for Job Coaching is determined based on the individual and:
  - The number of hours worked
  - The fading accomplished up to the point of authorization
  - The amount of support the member still needs to maintain their job
- There are specific service limitations to the number of Job Coaching hours a member can receive based on the other non-residential habilitation services they may receive. For questions about these specific limits, providers can contact the member's Coordinator and/or the Employment Specialists.
- **Job Coaching Fading Plans are due every six months if more Job Coaching is requested.** The purpose of these plans is to identify how the current supports are going, what supports will be provided during the next authorization period, and what the plans are for attempting to fade.
  - Providers should send these reports to the Employment Reports inbox on the correct template. A TennCare-approved template is required for submission.
  - Please note: Authorizations may take longer than 10 business days after a Job Coaching Fading Plan has been submitted. The Coordinator will have to meet with the member to update the PCSP.
  - Providers should contact the Employment Specialists for help writing Fading Plans or identifying potential fading options, if needed.
  -
- **Job Coaching Service Logs** are used to document supports provided each month. These can be sent directly to the Coordinators. A TennCare-approved template isn't required, but strongly encouraged. All information requested on the TennCare-approved template must be included in the documentation submitted.

### **Limitations**

This service has a maximum of 40 hours per week if services are provided in combination with other non-residential habilitation services. Members may receive 50 hours per week of service if they're employed at least 30 hours each week.

**Minimum qualifications/training:** Job Coach

## Job Coaching Stabilization and Monitoring

Stabilization and Monitoring services are for working members who need support once a week or less. These members may have faded from Job Coaching or don't want/need a high level of support on the job. There's a set monthly rate for this service, which is different than regular Job Coaching.

Like all other Employment Services, these services are personalized to meet the needs and wants of the member. The goal is to provide support that's specifically designed for the member and what they'll need to successfully maintain their employment (support varies).

Supports are specific to each member, but could include:

- Helping the member adjust to (or request) changes to their hours, management, schedule, location or job duties
- Identifying and helping with accommodation needs
- Providing support (either face-to-face or remotely) if issues are occurring in the workplace or the member needs help advocating for change with their employer
- Identifying transportation plans if current systems have changed
- Providing moral and emotional support as needed and being available to the member if they need a Job Coach present
- Checking in with the employer and providing support or technical assistance as needed

This service isn't meant to be "hands-on" job coaching, and it shouldn't be used to search for a second job or alternative employment. If those services are needed, please contact the member's Coordinator to discuss potential options.

### Service delivery expectations

- At minimum, providers should have one face-to-face meeting with members each month. The meeting should occur at the members' work unless a different setting is requested.
- Other meetings (i.e., those taking place weekly or on an as-needed basis) don't have to be done face-to-face as long as there's one face-to-face meeting per month.
- At minimum, providers are also required to contact members' employers monthly. This meeting doesn't have to be face-to-face. If the member is open to disclosure (i.e., the provider being able to speak with the employer) a Release of Information must be in place.

- No report is required to bill for services. However, **Service Logs** are required to document supports provided each month. These can be sent directly to the Coordinators. A TennCare-approved template isn't required but is strongly encouraged. All information requested on the TennCare template must be included in the documentation submitted.

**Minimum qualifications/training:** Job Coach

## Coworker Supports

As part of this service, a Job Coaching provider enters an agreement with the member's employer to reimburse the employer for support provided by one or more supervisors or coworkers. The member must agree to this arrangement, and the support provided must help them maintain employment.

- Only support that would otherwise be provided by a Job Coach may be reimbursed.
- Supervisor and coworker support given as a normal part of the business setting and provided to employees without a disability aren't eligible for reimbursement.
- Additional natural support for the member that's already been negotiated with the employer and provided through supervisors and coworkers isn't eligible for reimbursement.

**If a provider thinks Coworker Supports may be appropriate, they should reach out to the Employment Specialists and the member's Coordinator.**

- Coworker Supports aren't added to a PCSP before a plan is put in place with a provider and employer. So, a provider must reach out to the MCO if they want to pursue this service for a member.

### Service delivery expectations

The amount of time authorized is negotiated with the employer and reflective of the member's needs for Coworker Support, outside of negotiated natural supports and supervisor/coworker support otherwise available to employees without disabilities.

### Limitations

A maximum of 40 hours per week of coworker support is allowed in combination with other non-residential habilitation services. If the person works at least 30 hours each week, they're eligible for 50 hours per week.

- Reimbursement is based on 15-minute units of service.
- To cover the provider's role in administering coworker support, an add-on to the 15-minute unit rate is applied for the employer.
- The rate is based on gross cost to the employer for coworker support (payment to the coworker plus applicable employer taxes).

**Minimum qualifications/training:** Certain qualifications are required. This can be discussed when provider meets with ES team.

## Pre-Vocational Supports Service Descriptions

The two types of employment services in this category include Supported Employment – Small Group Supports and Integrated Employment Path Services.

### Integrated Employment Path Services

Integrated Employment Path Services (IEPS) are used to help members learn and enhance the general skills and knowledge they'll need to be successful in a job. **These skills aren't specific to one job type.** The service is meant for members with a job goal and shouldn't be used to determine if a person is ready/able to work.

Services should be customized to provide opportunities for increased knowledge, skills and experiences relevant to the member's specific needs and areas for growth.

- Providers should coordinate with the member, their supports and the Coordinator to have specific goals for the service outlined. This helps the provider ensure activities and experiences that take place during the service align with the member's goals and the skill areas that need to be enhanced.
- The expected outcome of this service is measurable gains in knowledge, skills and experiences that contribute to the member achieving Individualized Integrated Employment or Self Employment.

Services should be **tailored** to the member. Topics services may address include:

- Communicating effectively with supervisors, coworkers and customers
- Following generally accepted community workplace conduct and dress code
- Mobility training
- Following directions and completing tasks
- Workplace problem-solving skills and strategies
- General workplace safety

### Service delivery expectations

While this service can be authorized for up to 12 months (see below), the goal is to help the member gain skills and knowledge to be successful in the workplace in a timely manner. The service should be personalized and done at the member's pace. This means **a member isn't required to complete 12 months of service if it isn't needed.**

- IEPS includes work and learning experiences, like volunteer opportunities, where the member can develop general strengths and skills that contribute to employability in Individualized Integrated Employment or Self Employment.
- Services are expected to provide strategies facilitating a member's successful transition to Individualized Integrated Employment or Self Employment.
- Members receiving IEPS must have a goal of gaining some type of Individualized Integrated Employment or Self Employment. This goal must be documented in the PCSP and noted as the goal that IEPS are authorized to address.
- IEPS can run alongside other employment services (such as SOA, JDP or JDSU), but **a member can't receive IEPS while employed.** This means the member can focus on enhancing needed skills while job searching or identifying specific job goals. A job search doesn't have to stop or pause for IEPS to occur.
- Providers are required to submit thorough documentation of the services provided and how the activities pertain to the member's identified goals being enhanced through IEPS services.
- Providers should **submit Service Logs to the Coordinators monthly.** Reauthorization won't be considered without Service Logs.
  - A TennCare-approved template isn't required, but strongly encouraged. All information requested on the TennCare-approved template must be included in the documentation submitted.

### Staffing ratio

The staffing ratio is 1:1, 1:2 or 1:4 for specific, approved internship opportunities (reach out to an Employment Specialist for more information).

### Limitations

Members may receive this service for a maximum of 12 months, authorized for six months at a time.

- One extension of up to 12 months (in six-month increments) is possible if the member is actively pursuing employment and PCSP documentation indicates services are concurrently authorized for this purpose.
- The 12-month authorization and one 12-month reauthorization may be repeated only if the member loses employment and is seeking replacement opportunities.
- **Services must be delivered in integrated community settings** and can't be provided in sheltered workshops or other segregated facility-based settings.
  - If a provider is concerned about whether a location is considered integrated or not, they can reach out to TennCare for clarification.

**Reimbursement rates:** Hourly based on ratio

**Minimum qualifications/training:** Job Coach

## **Supported Employment – Small Group Supports**

This service provides employment services and training activities to support a successful transition to Individualized Integrated Employment or Self-Employment or to supplement such employment when it's only part time.

The service may involve small group career planning and exploration, small group discovery classes/activities, other educational opportunities related to successful job acquisition and working successfully in individualized integrated employment.

It may include employment in integrated business, industry and community settings like mobile crews, small enclaves and other small groups participating in integrated employment.

- Employment should be related to the individual interests, experiences and/or skills of everyone in the small group.
- The result of the service should be an acquisition of knowledge, skills and experiences supporting transition to or participation in individualized integrated employment or self-employment.
- **Members should be paid at minimum wage or higher.**

### **Limitations**

Members can receive services for a maximum of 30 hours per week in combination with other non-residential rehabilitation services.

### **Service delivery expectations**

- The service must be conducted in appropriate non-disability-specific settings (Job Centers, businesses, post-secondary education campuses, libraries) and/or integrated business, industry or community settings.
- All settings must meet all HCBS setting standards and shouldn't isolate participants from others who don't have disabilities.
- A one-time incentive payment for full transition of a person from Small Group Supports to individualized integrated employment or Self-Employment must be paid to the provider upon successful transition (defined as successfully completing at least four weeks employed in the individualized integrated employment or Self-Employment situation).
- The minimum staffing ratio is 1:3 for this service.

**For more information about the service requirements for Supported Employment – Small Group, please review the TennCare waiver or contact an Employment Specialist.**

**Reimbursement rates:** 15-minute units based on ratio

**Minimum qualifications/training:** Job Coach

## Employment and Technology

Technology and Employment can go hand in hand. Job Coaches and Job Developers should think about how Technology may be used to support someone to be successful in the workplace. Used alone or with Job Coaching, Enabling Technology (ET) can help bridge the gap from hands-on job coaching to independence. Additionally, these supports can improve member outcomes related to workplace communication and collaboration, learning and development, productivity and efficiency, as well as confidence and motivation.

ET is driven by the member's priorities, goals and preferences. It can be used as a tool to help foster independence in the workplace. There are many options for what technology in the workplace could look like. If you think ET may be an option, or if it's something that the member is interested in investigating, reach out to the member's Coordinator or an Employment Specialist.

## Department of Human Services, Division of Rehabilitation Services: Vocational Rehabilitation

The Vocational Rehabilitation (VR) Program provides a variety of individualized services to people with disabilities in preparation for their employment in the competitive labor market. VR advocates employment outcomes consistent with a member's individual strengths, resources, abilities, capabilities and informed choice.

Services are based on eligibility criteria and can include counseling and guidance, training, transition from school to work (Pre-Employment Transition Services), job placement, post-employment services, supported employment and rehabilitation technology services.

LTSS Employment Services are designed to effectively work with VR services. Members can participate in both if similar services aren't taking place simultaneously. **VR is for time-limited services and supports, and ECF CHOICES and CHOICES provide long-term services and supports.** Members may have cost cap limitations, and VR can offer opportunities for employment services and supports that may not be available in their annual budget. The programs can work together to support their shared

member and help them be successful in achieving employment and education goals. Individuals working with VR can be referred to ECF CHOICES/CHOICES and vice versa.

If a provider is working with a member who's interested in applying for VR services, please contact the member's Coordinator. If a member is receiving ECF CHOICES or CHOICES services and is already a VR customer, please coordinate with the Coordinator to discuss any needed collaboration with VR.

## Appendix

### BlueCare Tennessee Employment Specialists

Aimee Rogers (423) 362-2562 <a href="mailto:aimee_rogers@bcbst.com">aimee_rogers@bcbst.com</a>	Nichole Phillips Brock (615) 651-9076 <a href="mailto:nichole_phillips@bcbst.com">nichole_phillips@bcbst.com</a>
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#### Provider Relations:

You can reach the Provider Relations team by emailing [ChoicesProviderRelations@bcbst.com](mailto:ChoicesProviderRelations@bcbst.com) or contacting your Provider Relations Manager.

Manager	Region	Phone	Email
Britney Douglas, Provider Relations Supervisor	Statewide	(615) 427-3782	<a href="mailto:britney_douglas@bcbst.com">britney_douglas@bcbst.com</a>
Phyllis White, Director, Managed Long-Term Services and Supports	Statewide	(615) 295-9680	<a href="mailto:phyllis_white@bcbst.com">phyllis_white@bcbst.com</a>
Mark Watson, Provider Network Manager	Middle	(615) 598-2816	<a href="mailto:mark_watson@bcbst.com">mark_watson@bcbst.com</a>
Tanya Glover, Provider Network Manager	Middle	(615) 393-9117	<a href="mailto:tanya_glover@bcbst.com">tanya_glover@bcbst.com</a>
Marquita Wilson, Provider Network Manager	Middle	(423) 413-5384	<a href="mailto:marquita_wilson@bcbst.com">marquita_wilson@bcbst.com</a>
Marea Sweeney, Provider Network Manager	Middle	(615) 946-3101	<a href="mailto:marea_sweeney@bcbst.com">marea_sweeney@bcbst.com</a>
Marilyn Turner, Provider Network Manager	West	(901) 573-2607	<a href="mailto:marilyn_turner@bcbst.com">marilyn_turner@bcbst.com</a>
Recie Gunartt, Provider Network Manager	West	(901)201-7786	<a href="mailto:recie_gunnartt@bcbst.com">recie_gunnartt@bcbst.com</a>
Anitra Rogers, Provider Network Manager	West	(901) 355-3124	<a href="mailto:anitra_rogers@bcbst.com">anitra_rogers@bcbst.com</a>
Komeisha Rodgers, Provider Network Manager	East	(423) 305-4543	<a href="mailto:komeisha_rodgers@bcbst.com">komeisha_rodgers@bcbst.com</a>
Rainey Johnson, Provider Network Manager	East	(865) 712-5980	<a href="mailto:rainey_johnson@bcbst.com">rainey_johnson@bcbst.com</a>
Kevin Brooks, Provider Network Manager	East	(423) 290-8768	<a href="mailto:kevin_brooks@bcbst.com">kevin_brooks@bcbst.com</a>
Katie Walters, LTSS Technology Champion	Statewide	(865) 340-1363	<a href="mailto:kathryn_walters@bcbst.com">kathryn_walters@bcbst.com</a>

### For Billing Questions/Concerns:

Authorizations Supports, General Billing	1-888-747-8955, select option 2	<a href="mailto:providerauthissues@bcbst.com">providerauthissues@bcbst.com</a>
Corey Vance, Claims Liaison	(615) 761-8732	<a href="mailto:corey_vance@bcbst.com">corey_vance@bcbst.com</a>
Brittney Cook, Claims Liaison	(423) 637-0734	<a href="mailto:brittney_cook@bcbst.com">brittney_cook@bcbst.com</a>
Sandata/EVV Tech Supports	1-855-389-4843	
Availity Claim Submission Tech Support	1-800-282-4548	

## List of Acronyms and Abbreviations

- Auth:** Authorization to bill for services
- CA:** Career Advancement
- CC:** Care Coordinator
- CIE:** Competitive Integrated Employment
- CISS:** Community Integration Support Services
- CPWIC:** Community Partner Work Incentives Counselor
- CWIC:** Community Work Incentives Coordinator
- DSP:** Direct Support Professional
- ECF:** Employment and Community First CHOICES
- ES:** Employment Specialist
- EVV:** Sandata Electronic Visit Verification
- HCBS:** Home and Community-Based Services
- IEPS:** Integrated Employment Path Services
- ILST:** Independent Living Skills Training
- JC:** Job Coaching/Job Coach
- JDP:** Job Development Plan
- JDSU:** Job Development Start-Up
- LTSS:** Long-Term Services and Supports
- OM:** Sandata Order Manager
- PA:** Personal Assistant
- PC:** Personal Care
- PCSP:** Person-Centered Support Plan
- PNM:** Provider Network Manager
- RFA:** Return for Amendment

**SC:** Support Coordinator

**SE:** Self-Employment

**SESU:** Self-Employment Start-Up

**SOA:** Situational Observation and Assessment

**VR:** Vocational Rehabilitation

**WIP-C:** Work Incentives Practitioner- Credential