

FOOTHILLS GATEWAY, INC

Service Plan Scheduling

PROCEDURE:

- Service Plan (SP) meetings are scheduled by Case Managers (CM) between the 1st day of the month and the 3rd Thursday of the month, in the Division of Case Management (DCM) Administrative Assistant's office.
- CM will record their meetings on the calendar in the DCM Administrative Assistant's office.
- If the CM was unable to schedule their SPs prior to the 3rd Thursday of the month, the CM will be required to attend the SP scheduling meeting scheduled the 3rd Thursday of the month with the DCM Administrative Assistant.
- Each CM is responsible for their specific Service Plans to be scheduled.
- CM will need the following information:
 1. Individual in services name
 2. Funding
 3. Service Providers
 4. Available schedule
 5. All Interdisciplinary Team members
 6. Preferred location for meeting
- The CM is responsible for completing the SP Scheduling Form providing date and time meeting is scheduled, PASA names, and names and addresses of additional invitees.
- DCM Administrative Assistant will create the Program Approved Service Agencies (PASA) calendar based upon information provided on SP Scheduling Form, and will send PASAs, via secured email, a list of their scheduled meetings by the Friday of the first full week of the following month.
- The DCM Administrative Assistant will develop Invitation letters for CM to proof read and sign. Letters will be mailed at least 10 days prior to SP meeting, and will be mailed out to all invitees, including the individual in service.
- A copy of the invitation letter is filed in each person's virtual file for documentation
- A copy of the completed PASA schedule will be given to the Receptionist at the front desk to schedule meeting rooms.
- The Foothills Gateway Receptionists will schedule conference rooms and email Case Managers the confirmation.

Notes:

1. The Case Manager Is responsible to notify all of those invited of changes or cancellations of an SP meeting. They must also make any changes or cancellations regarding SP meeting rooms with the receptionist at the front desk.
2. It is the responsibility of the PASAs providing HCBS-DD waiver services to notify Host Home Providers of SP meetings.

10/03. . . . 10/16; 10/17; 12/17