

Customized Rate Service Authorization Procedures

- When a customized rate is approved, the rate approved replaces the standard rate for the service for which you have applied.
- Providers are required to end the current service authorization and submit a new request using the associated service authorization codes:

Service	Service Authorization Code
Community Coaching/Customized Rate	97127 U1
Group Day Support Services/Customized Rate	T2025
Group Home/Customized Rate	T2016
In-Home Support Services/Customized Rate	H2014 U1
Supported Living/Customized Rate	H0043 U1
Sponsored Residential/Customized Rate	T2033 U1

- For the following services, Customized Rate approval represents an approval for an increase on the base rate only. The total number of hours requested within each service should be submitted to Service Authorization for review and final approval. In example, individuals approved for community coaching supports with 1:1 standard staffing will receive a rate of \$47.77. However, the total number of hours requested at this rate must be submitted to Service Authorization for review and final approval.
 - In-Home Supports/ H2014 U1
 - Community Coaching/97127 U1
 - Group Day/ T2015
- When submitting a customized rate service authorization request, the provider should submit with their request a copy of the notice of action (NOA) form.
- The customized rate is approved from the date that a *completed* customized rate application is received and will end on the date that the individual's service plan (ISP) ends.
- The provider must reapply annually for the customized rate by submitting a new application and the associated supplemental documentation at least 30 days prior to the end of the individual's ISP.
- In some cases the customized rate is approved for a time period of less than the full ISP year (Contingent Approval). In these circumstances the provider will be made aware of the slated end date within the NOA.
 - Contingent approvals are typically approved for less than the full ISP year to allow the provider additional time to collect data necessary for a full approval.
 - The provider is not required to submit a new application for contingent approvals. The NOA will outline what information is necessary for a full approval.
 - Providers who fail to submit the requested information by the slated end date will incur a gap in customized rate funding until the requested information is received. During this time providers will need to bill the standard rate for the requested service.
 - Providers who fail to submit the requested information within 60 days of the end date will be withdrawn and are required to complete a new application if a continued customized rate is needed.
- For assistance with authorization of the customized rate or WaMS please refer to the below listed contacts.

Helpline Contact	Phone / E-mail
WaMS	(844) 482-9267
DD Service Authorization	(804) 663-7290
DMAS Provider Helpline	(800) 552-8627
Customized Rate (Rate specific Info)	(804) 774-4472