Department of Behavioral Health and Developmental Services

OFFICE OF DEVELOPMENTAL SERVICES

Navigating IDOLS

(Intellectual Disability On-Line System)

Virginia's Electronic ID/DS Waiver Service Authorization System

Revised 5/25/13

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INTRODUCTION

In 2006, the Federal Centers for Medicare and Medicaid Services (CMS) awarded a Systems Transformation Grant to Virginia designed to make significant improvements to the infrastructure of the service delivery system for individuals with developmental and other disabilities. One goal (Goal 4) of this grant has been a joint project under the leadership of the Department of Behavioral Health and Developmental Services (DBHDS) and the Department of Medical Assistance Services (DMAS). The goal has focused on the use of integrated systems to monitor critical incident reporting across the service delivery spectrum and to automate and manage specific functions of the ID (Intellectual Disability) and DS (Day Support) Waivers.

The Intellectual Disability On-Line System (IDOLS) is designed similarly to the existing paper system. The electronic system is entered through a web portal on the DBHDS web site. None of the regulations or process flow for information has been changed, just moved into an electronic format. A person may only be placed on the statewide waiting list by meeting the current criteria.

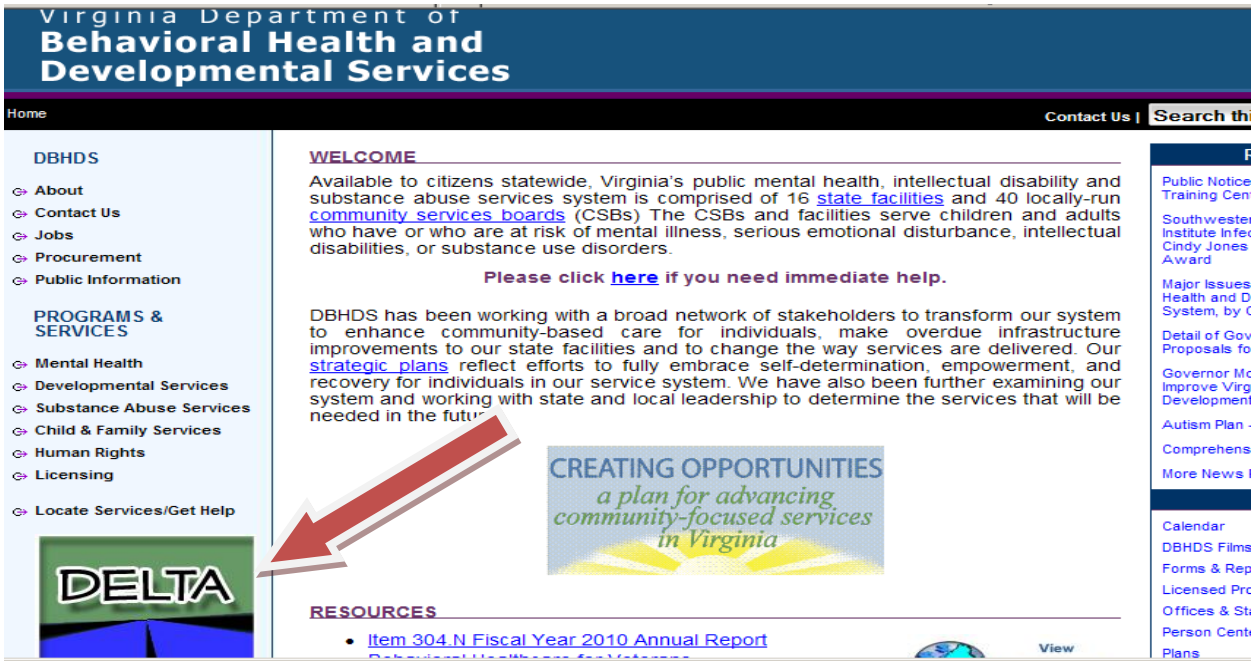
Slots continue to be assigned by the CSB through the process described in the MR/ID Community Services manual. Once assigned, acceptance and slot assignment is entered into the system, and enrollment is processed in IDOLS electronically.

The electronic submission of ISARs has been deployed as Phase 2. The Service Authorization section of IDOLS follows the currently used paper forms for all 44 types of service requests. The paper system will remain in place throughout the phase-in period (90 days following the commencement of initial training) and will be ***temporarily*** used in the event of an emergency when the IDOLS system is unavailable.

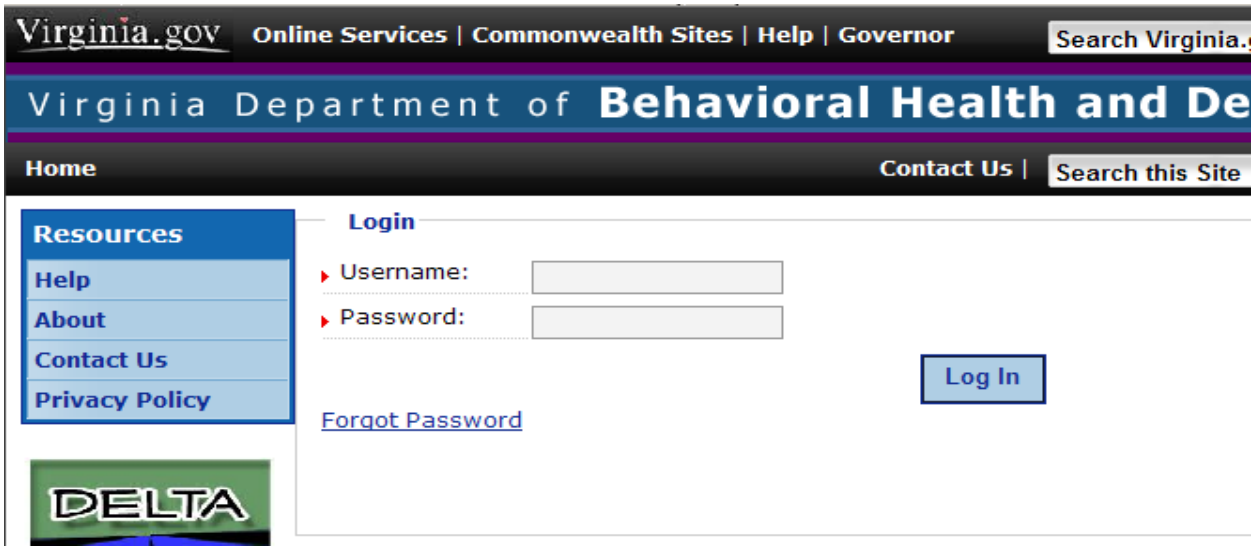
Training resources for the Service Authorization component (Phase 2) of IDOLS are designed for use concurrently with both the Service Authorization Resource Manual and the On-line Service Authorization Video Training. These resources are found on the www.dbhds.virginia.gov web site under the Office of Developmental Services web page listing for IDOLS Service Authorization Manual.

ACCESSING THE DELTA URL

Once you have established a DELTA account (see the "***How to use the DELTA portal***" document on the Office of Developmental Services web page), the Delta Portal can be accessed through the link in the email https://delta.dbhds.virginia.gov or from the main page of www.dbhds.virginia.gov. Click on the DELTA logo in the lower left column of the main page as seen below. Please be sure to save it into your "Favorites" in the tool bar at the top of the web browser.



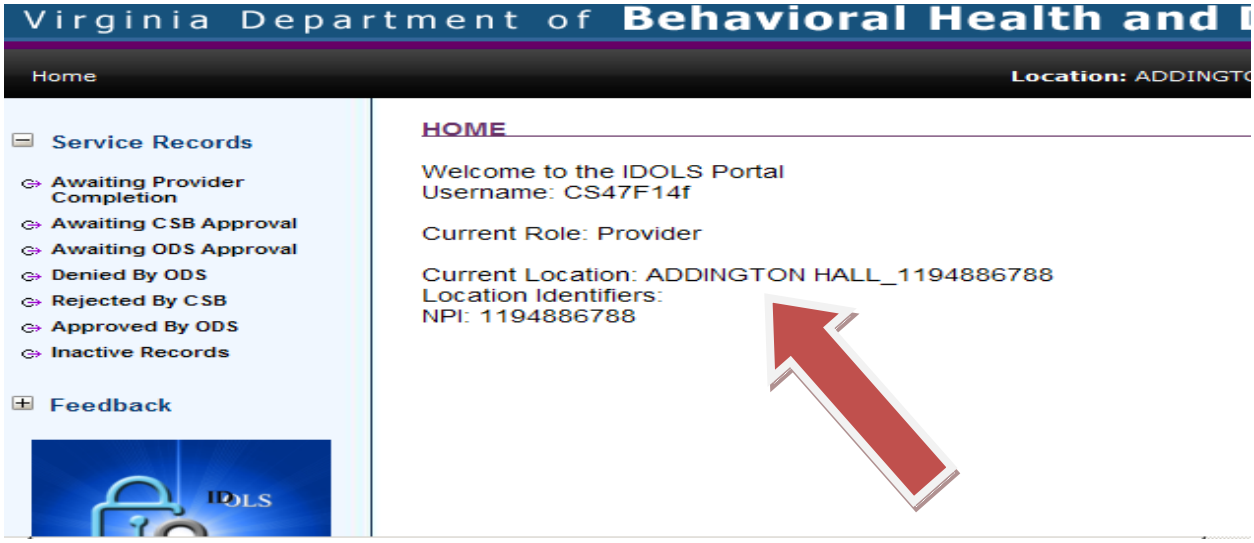
Below is the DELTA Login Screen for authorized users. Enter your Username and Password. Users will be required to change their passwords about every 60 days and the password cannot be repeated for the first 12 uses. After 3 unsuccessful tries you will be locked out and your agency's DELTA Security Officer will have to reset your password.



Once entry into DELTA is successful, select “My Applications” in the left hand column to access the link to the IDOLS application (see 1 and 2).

The IDOLS link will take you to the “Choose a Location” screen where you will be able to select your location. Providers will only have one location per provider number. CSBs/BHAs may have 2 choices: one for the CSB submitter/approver role (for support coordinators), which is the name of the CSB only, and the second if the CSB is a Waiver services provider, which has the CSB name followed by a provider number. See the “CSB Service Authorization Requests” section below.

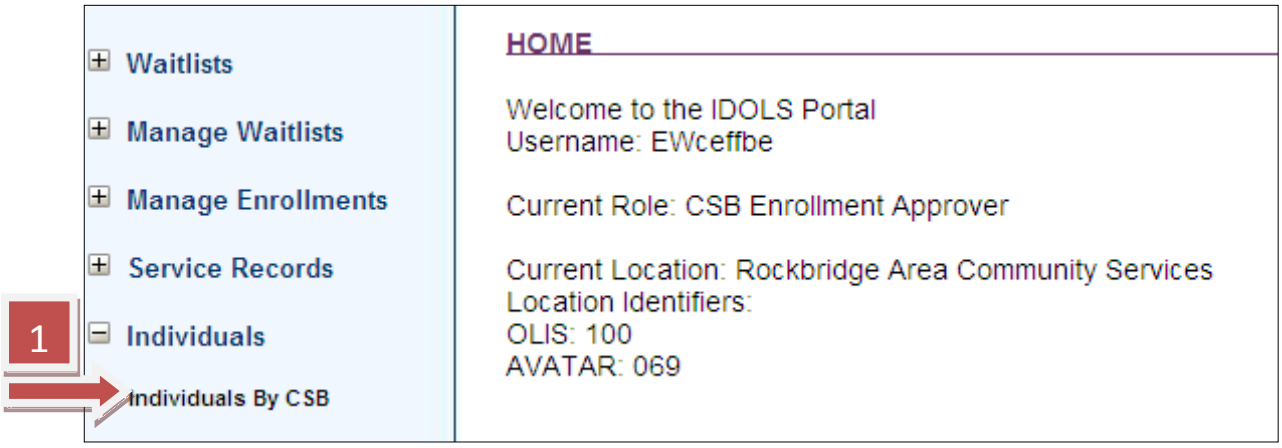
The IDOLS link will then take you to the home screen, where you will be able to view your username, role and location. Be sure to check your login information as seen below to assure it is correct.



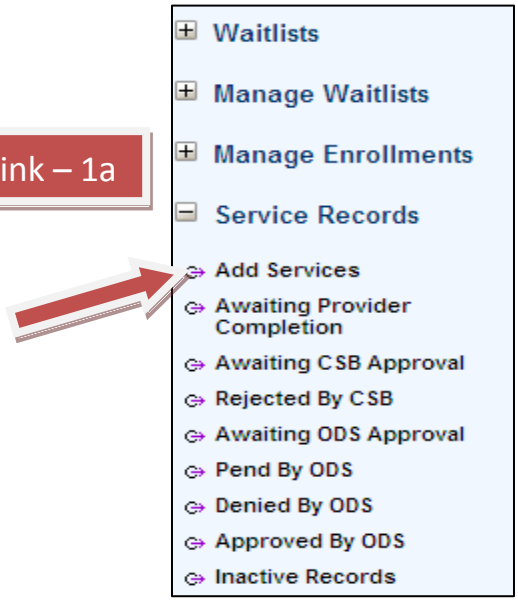
CSB/BHA SERVICE AUTHORIZATION- STEP ONE

Initially, the CSB enrolls an individual in the ID/DS Waivers into a "Projected" status. Once the actual start date of services is known, the individual's status is updated to "Active" with the new start date. This will occur after the meeting when the individual or family selects a provider and notifies the Support Coordinator. The first step in Service Authorization is for the CSB/BHA to assign in IDOLS the chosen service and provider to an individual. This will allow the selected provider to access the individual's record. See below.

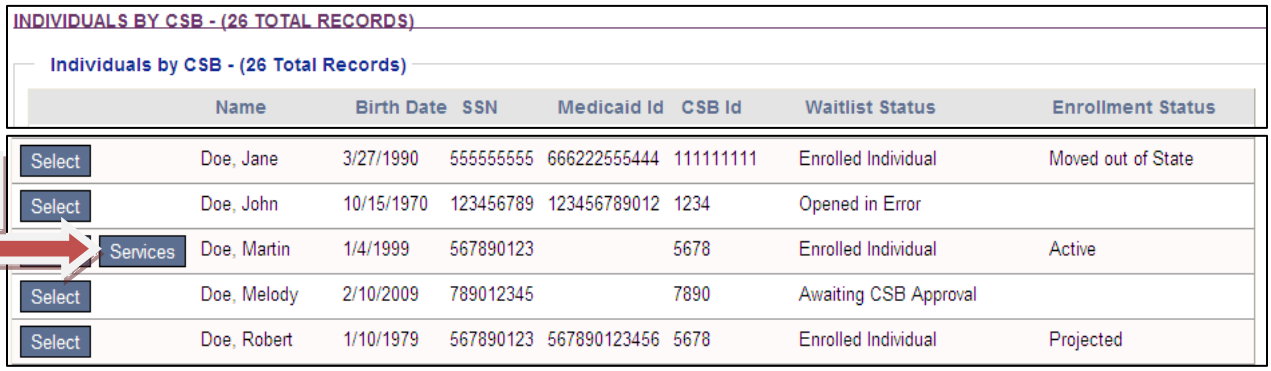
The CSB Submitter locates the enrolled individual in the IDOLS system and accesses the service screen (see 1 and 2 below): The individual can be found in either of two views shown in 1 and 1a.



Alternate access link – 1a

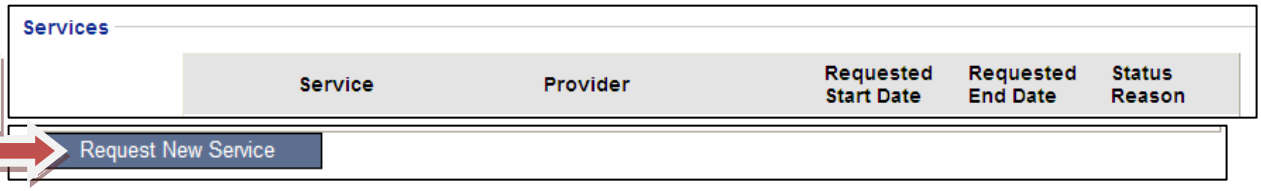


2



Once the "Service" page is accessed, the CSB Submitter scrolls to the bottom and selects "Request New Service" (see 3 below):

3



The CSB Submitter can then select the requested service and provider from the available links (as seen in 4a or 4b, 5 and 6 below):

NEW SERVICE RECORD

(▸) Denotes required fields

General

4a

Name: Doe, Martin

Waiver Type: 0940 - ID Waiver

Service:

Select Service

Provider:

Select Provider

Select Service

residential

Search Reset

5a

	Service ID	Service Category	Service Description
Select	H2014	Residential Services	H2014_In-Home Residential Support (Z8595)
Select	97535	Residential Services	97535_Congregate Residential Support (Z8551)
Select	T1005-R	Respite Care	T1005-R_Respite Care, Residential (Z9421-R)

Cancel

NEW SERVICE RECORD

(▸) Denotes required fields

General

5b

Name: Doe, Martin

Waiver Type: 0940 - ID Waiver

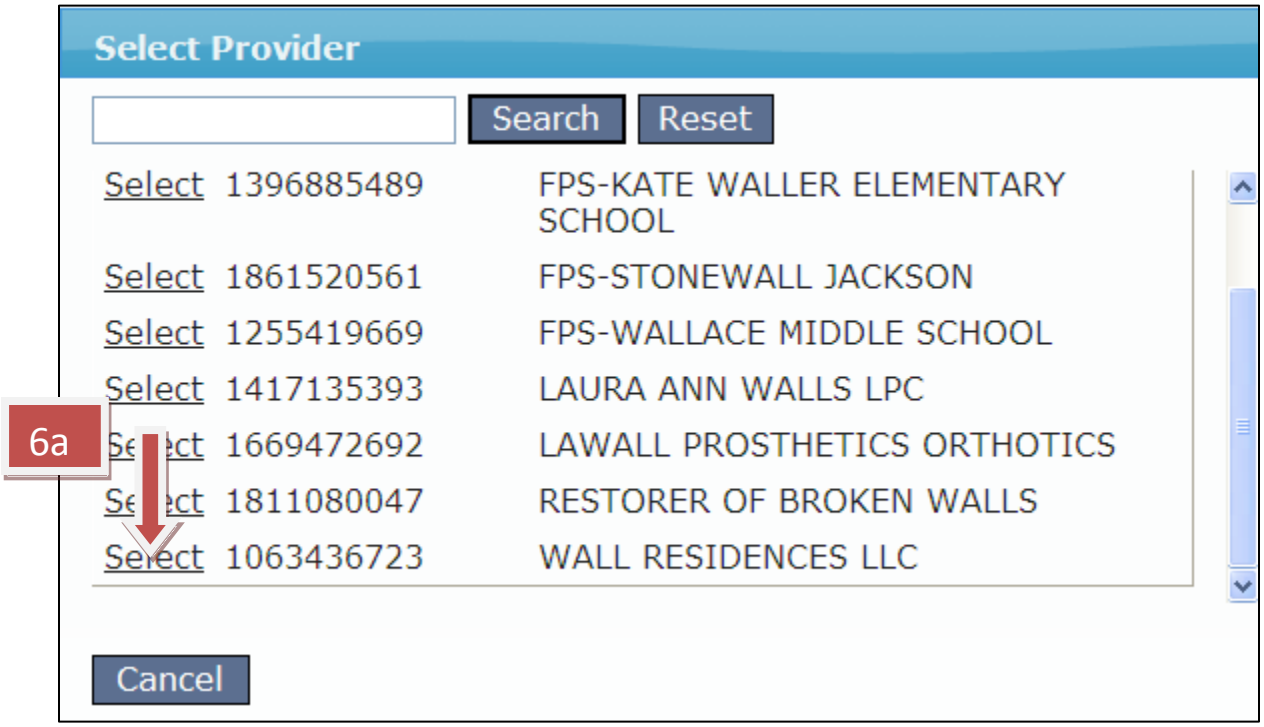
60 Day Assessment

Service: 97535_Congregate Residential Support (Z855

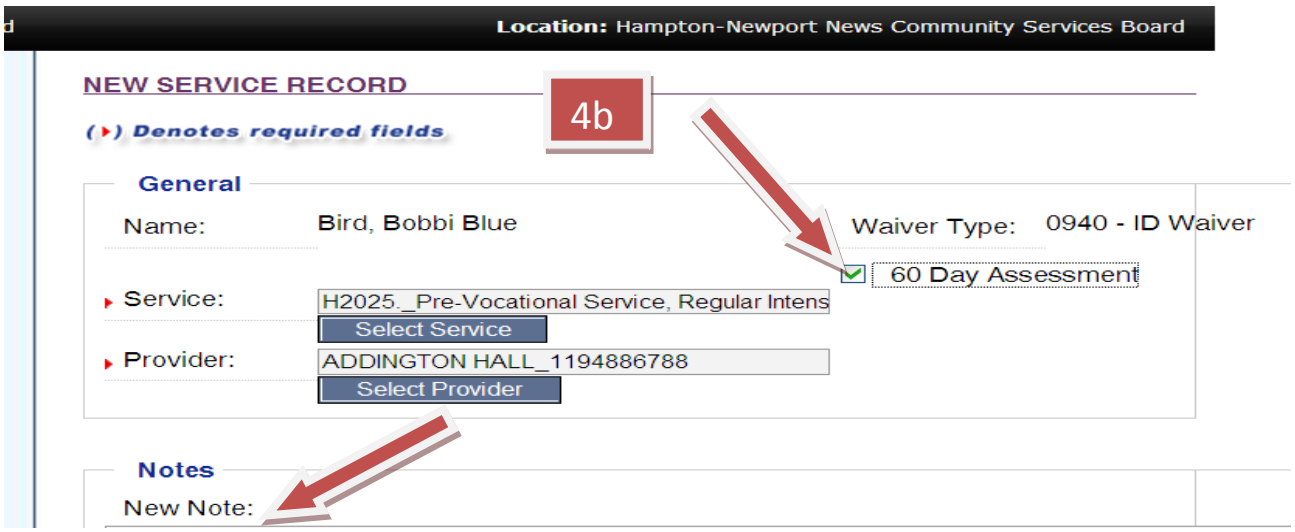
Select Service

Provider:

Select Provider



If the ISAR is for a 60 day assessment the box is checked as below in 4b. There is also a space for a note to the provider if needed.



Once selected, there will be notifications sent to the provider and to the CSB, indicating that a Service Authorization Request has been activated. An email notification will be sent to the provider indicating the service record has been assigned (see sample notice below - image 7).

7

Dear Provider Name_1194886788,

A service record has been assigned to you by HAMPTON-NN CSB in the DBHDS IDOLS and is awaiting your review.
Please log into DELTA and access the "Awaiting Provider Completion" section of the IDOLS application.

Please do not reply to this email, this is a system generated notification.

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COMPLETING A SERVICE AUTHORIZATION REQUEST - STEP TWO Direct Service Providers

A Service Authorization request cannot be submitted until the services have been assigned in IDOLS to the provider by the CSB/BHA as seen in Step 1. Following the email notice of this event, the provider can go to the IDOLS web site, either through the link in the email or through the DBHDS website (DELTA portal to IDOLS) and select the view "Awaiting Provider Completion."

The provider then locates the individual and the Service Authorization needing completion (see 1 and 2 below).

1

HOME

Welcome to the IDOLS Portal
Username: CS47F14f

Current Role: Provider

Current Location: ADDINGTON HALL_1194886788
Location Identifiers:
NPI: 1194886788

2

SERVICE RECORDS AWAITING PROVIDER COMPLETION - (10 TOTAL RECORDS)

	Name	Service	Case Manager Approval Name	Case Manager Approval Date	Requested Start Date	Requested End Date	Serv Auth Start Date	Serv Auth End Date	Status Reason	Reason for Request
Select	Doe, Martin	97535_Congregate Residential Support (Z8551)	Williams, Eric						Awaiting Provider Completion	New Service

The provider completes the Service Record Request form (responding to items similar to those in the former paper ISAR) and selects the "Approve Service Request" button at the bottom of the screen, to send the completed Service Request (ISAR) to the CSB for approval (see a Residential sample in 3 and as submitted in 4 below).

3

SERVICE RECORD - AWAITING PROVIDER COMPLETION

(▸) Denotes required fields

General

Name: Doe, Martin

Waiver Type: 0940 - ID Waiver

▸ Service: 97535_Congregate Residential Support (Z8551)

▸ Provider: WALL RESIDENCES LLC

Support Units

Monday Units: 10

Friday Units: 10

Tuesday Units: 10

Saturday Units: 12

Wednesday Units: 10

Sunday Units: 12

Thursday Units: 10

Units Summary

▸ Hours/Week: 74 x 4.3 =

Hours/Month: 318.20

Periodic Units (Per Month): 20

Total: 338.20

▸ Comments or Justification: Martin has requested congregate residential services with our agency. He will move from his family home on 9/1/11 into his new home at 8094 Elm Street.

Other Units (Night Time supervision, etc)

Other Monday:	2	Other Friday:	2
Other Tuesday:	2	Other Saturday:	2
Other Wednesday:	2	Other Sunday:	2
Other Thursday:	2		

Residential Support

Number of persons with disabilities 2

Congregate Residential: Sponsored Residential

Skill Building related to:

- ☐ Skill Building personal care
- ☑ Skill Building positive behaviors for home
- ☐ Skill Building activities of daily living
- ☑ Skill Building use of community resources

Support with:

- ☑ Support with personal care
- ☑ Support with community resources
- ☑ Support with positive behaviors for home
- ☑ Supports with activities of daily living
- ☑ Supports with medication, medical needs
- ☑ Supports with travel to and from community

Safety Support with:

- ☑ Safety support with health & safety

What staff will do for Nighttime Safety:

Martin requires two hours per night for using the restroom and finding his way back to bed. He is typically multiple times during the night between 10pm and 6am. DSPs support him with using the restroom, dressing, placing laundry in appropriate locations and returning to bed.

Substantiation for Requested Hours

☐ Sent via Fax

Attachments:

C:\Documents and Settings\erwilliams\Desktop\Service Authori Browse...

Notes

History:

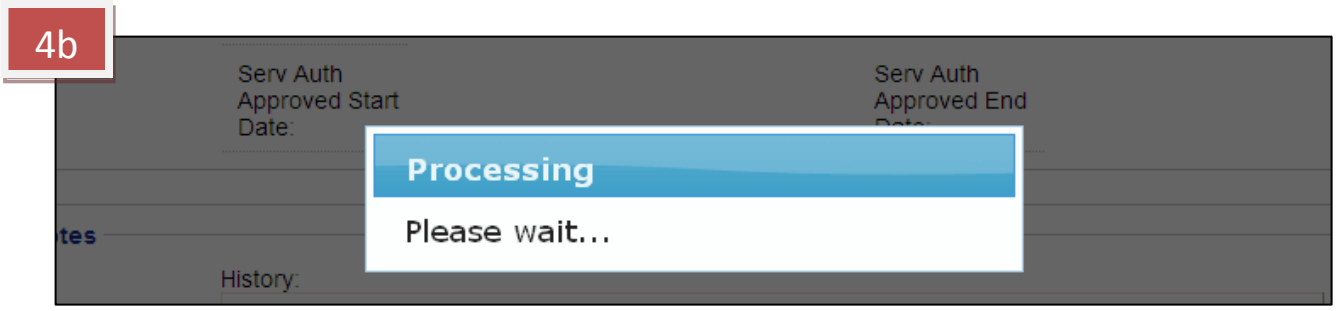
No data to display

New Note:

Service request submitted 8-26-11.

4a

Approve Service Request | Save | Cancel



The "Requested End Date" should always be the end date of the ISP, not the authorization dates.

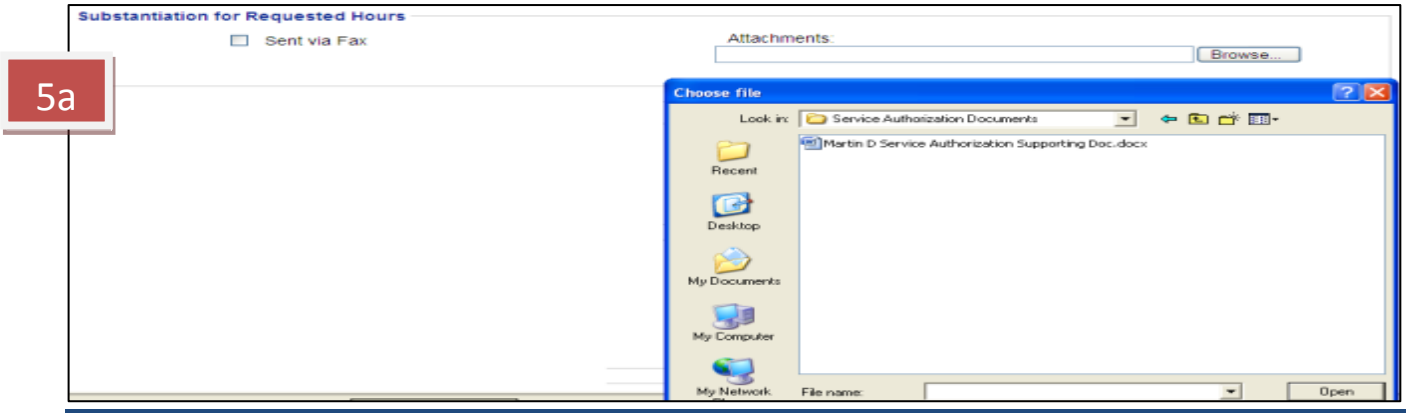
If there is more than one person designated by your agency to complete ISARs, be careful to select ONLY the Service Authorizations assigned to **you** by your agency. Everyone in the agency who has been assigned the "Provider" user role will see all the ISARs awaiting completion. The other person(s) will also select the Service Authorizations assigned to them to complete. The electronic form that appears when you hit the "select" button should be very much like the paper form currently used for that service. Please note that while the example above is for a residential service, each service has its own set of criteria within the IDOLS system.

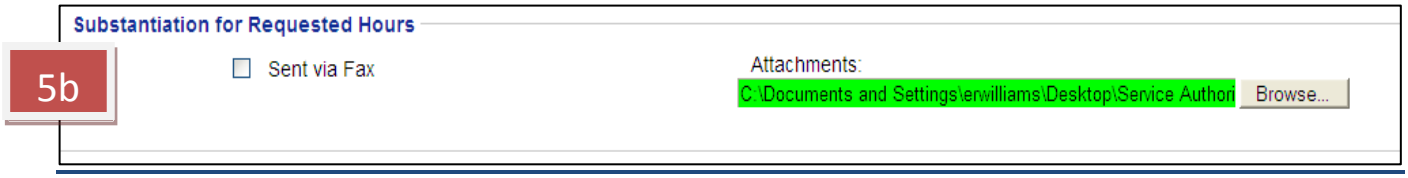
PROVIDERS ATTACHING JUSTIFICATIONS/ITEMS TO A SERVICE AUTHORIZATION REQUEST

Often, it is necessary to attach additional information with a service authorization request. For example, a price quote for Environmental Modifications, a doctor's order for Skilled Nursing, substantiation of hours for Residential Supports (including overnight safety supports), or other information for a service which requires additional justification for any reason. Additional information can be attached for any service request. Go to the Justification/Substantiation section of the form, select "browse," find the scanned document or typed document in your own computer and then select "open." The document should appear in the box next to browse in green as above and below in 5b. **If sending several items, they must be copied into one document using copy/paste.** The system will only permit one document to be attached to each service authorization request by a provider. The CSB may attach another document from the "Awaiting for CSB Approval" view. If you get an error when you select "approve request," it will be necessary to re-attach the document before you submit (Approve the Request) again (see images 5a and 5b below). If sending the ISP Part

V and schedule through IDOLS, please indicate "For CSB Review" in the file name and notes. If you have already attached the document and selected "save" for someone else to review later, when it asks for the attachment again, put a check in the "faxed" box (because it requires one or the other, and the attachment has already been attached) and place a note that says, "see attachment."

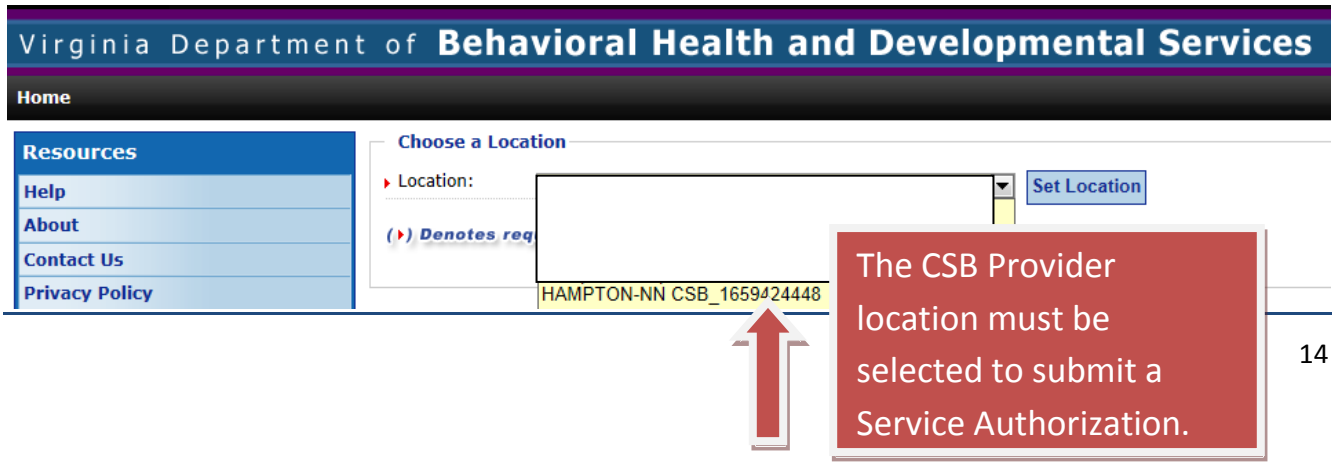
In rare situations in which a provider is unable to attach supporting documentation, the justification may be faxed. However, electronic submission is strongly encouraged, since we are reducing paper and will phase out faxing in the near future. Ensure that all pages are clearly marked with the individual's identifying information before you fax them. In IDOLS click on "sent via fax" to inform the Support Coordinator that they will need to look for the information on the fax machine. Be sure to send the fax to the SC/CM. The SC/CM may scan it, attach it, and forward the ISAR to the PA staff. See the fax check box below under 5b.





A NOTE ABOUT CSB SERVICE AUTHORIZATION REQUESTS

If CSB staff members are assigned both "Enrollment Approver" (CSB Name Only) and "Provider" (CSB Name_ ##########) roles in IDOLS, the CSB name with the CSB provider number must be selected in order to complete the ISAR (provider role). The "Enrollment Approver" or "Submitter" roles *cannot* complete a Service Authorization Request (ISAR).



SERVICE AUTHORIZATION REQUEST: CSB APPROVAL/REJECTION - STEP THREE

When the provider completes the Service Authorization request, it is sent to the CSB for approval. An email will be sent to the CSB staff that a service record (ISAR) has been completed. The provider's name will appear in the email. See example of email (image 1 below).

1

Dear CSB Staff,

A service record has been completed by ADDINGTON HALL_1194886788 in the DBHDS IDOLS and is awaiting your review.
Please log into DELTA and access the "Awaiting CSB Approval" section of the IDOLS application.

Please do not reply to this email, this is a system generated notification.

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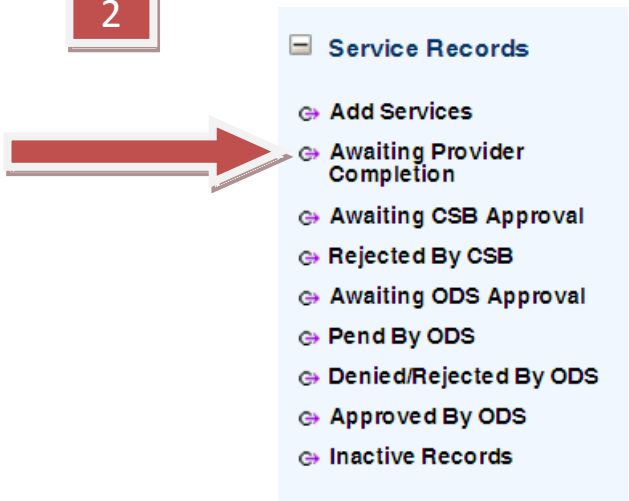
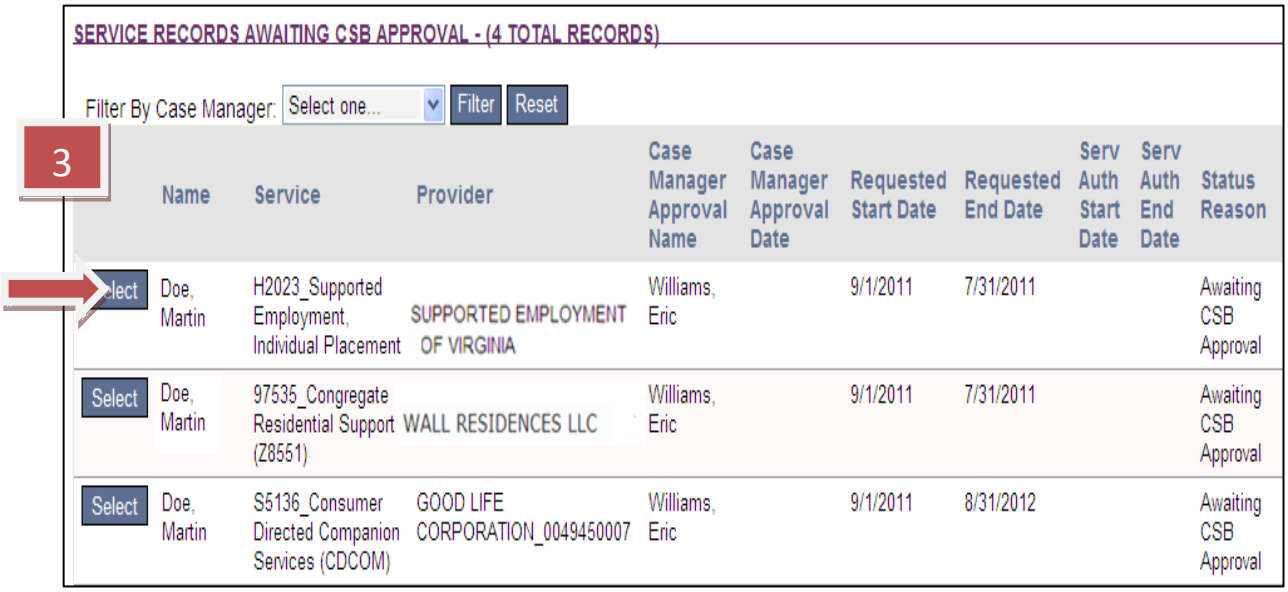
**NOTE: If you do not wish to receive email notifications, you can utilize the email filters in Outlook or your email system to "Block Sender."

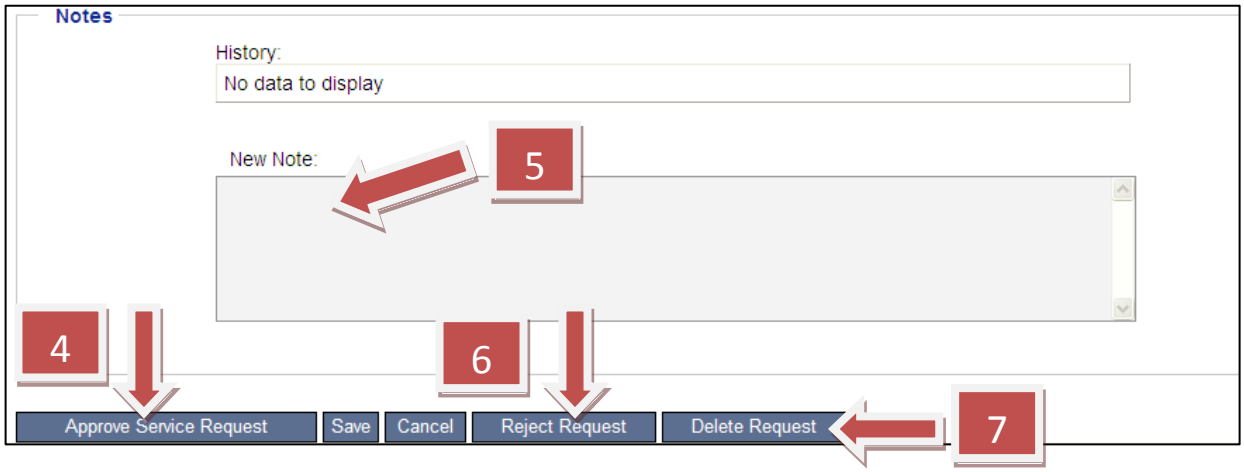
The Service Authorization Request (ISAR) will appear in the "Awaiting CSB Approval" view for both the provider and the CSB. The record remains in the "Awaiting CSB Approval" view until acted upon. The CSB locates the completed request (see image 2) and reviews prior to submission to ODS (see image 3).

2





The CSB can approve a request, which sends it on to ODS for approval (4). Alternately, the CSB Approver can communicate concerns in the notes section (5) and select~~s~~ "Reject Request" to return it to the provider for corrections (6).



The final action a CSB Approver can take is to completely delete the request from the IDOLS system; this should **only** be selected when a submission is made in error or at the provider's request. Once deleted, the request cannot be retrieved (7 above).

When the CSB approves or rejects the Service Authorization Request, an email is sent back to the provider. If it has been "rejected," the provider will get the email similar to this example and must go to the "Rejected by CSB" view to retrieve it (images 8 and 9 below).

8

Dear ADDINGTON HALL_1194886788,

A service record has been rejected by HAMPTON-NN CSB in the DBHDS IDOLS and is awaiting your review.
Please log into DELTA and access the "Rejected by CSB" section of the IDOLS application.

Please do not reply to this email, this is a system generated notification.

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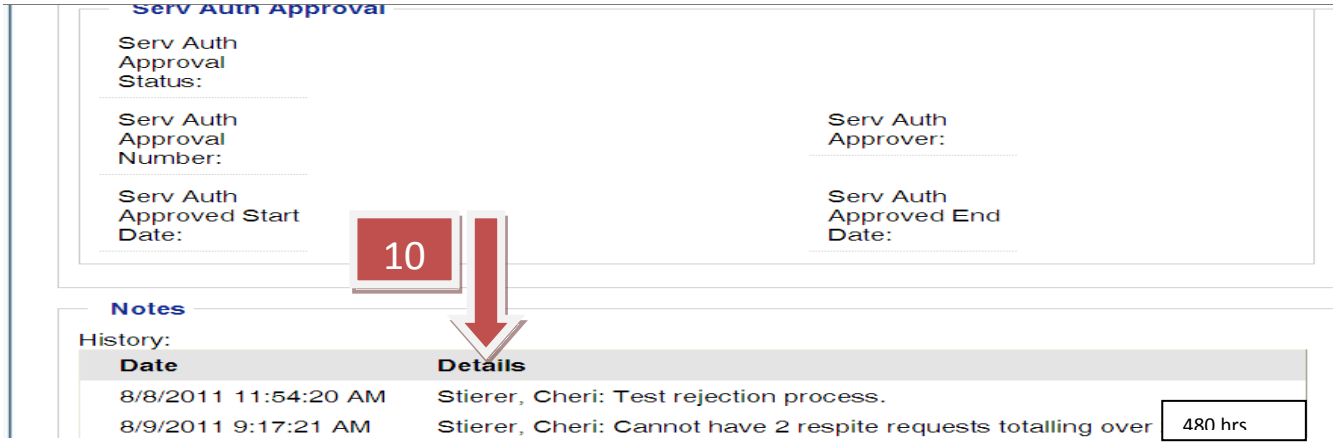
9

The service record (ISAR) will appear in the "Rejected by CSB" view for both the provider and the CSB.

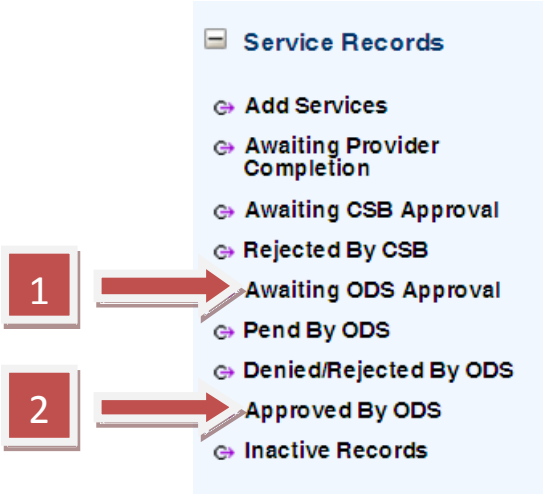
The provider retrieves the service record, reviews the "notes" section at the bottom of the page, makes needed corrections and resubmits the revised request to the CSB by "approving the request" (image 10).



After the provider makes needed corrections/additions to the Service Record and submits the modification, it then moves back into the "Awaiting CSB Approval" view until it is acted upon by the CSB. The CSB will receive another "provider completed a service record" email. This process may repeat until all service authorization issues are resolved. The date that the CSB submits the final Service Request to ODS is the earliest date in which services can be reimbursed. Under rare circumstances, a provider may feel justified in requesting an earlier date. In these instances, the provider and the CSB must provide justification for a re-review of the request (see page 25).

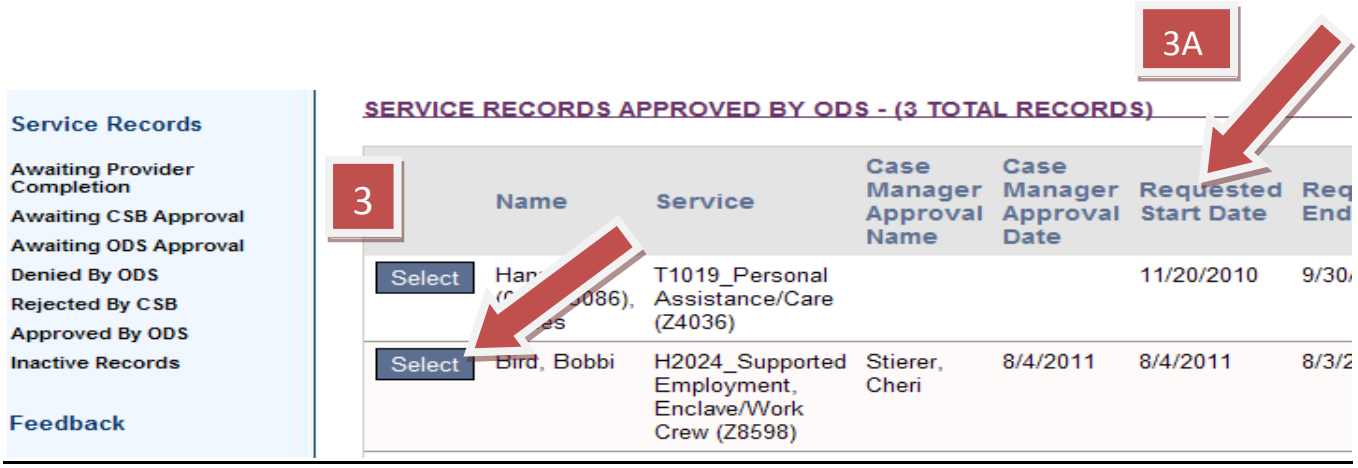
SERVICE ATHORIZATION ODS APPROVAL, PEND, Reject, or DENIAL – Step Four

Following the CSB review and final approval, the service authorization can be viewed in "Awaiting ODS Approval" (see #1 below). Columns may be sorted by "clicking" the column heading (3A)



Once the request is approved by ODS, it can be viewed under "Approved by ODS," where it will stay until the service is ended (see #2 above).

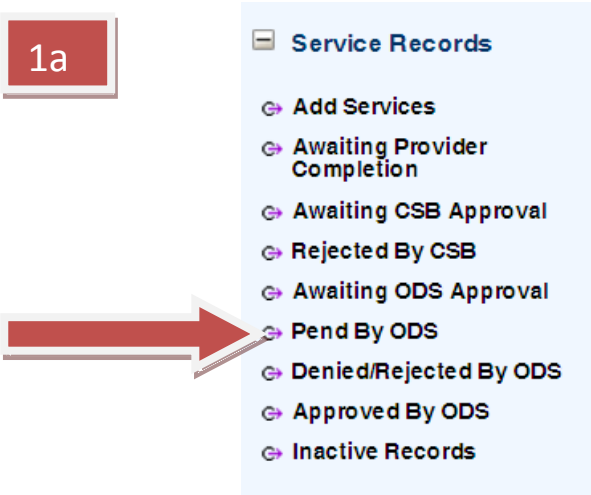
"Approved by ODS" holds records that may be selected for viewing (3 and 4 below).

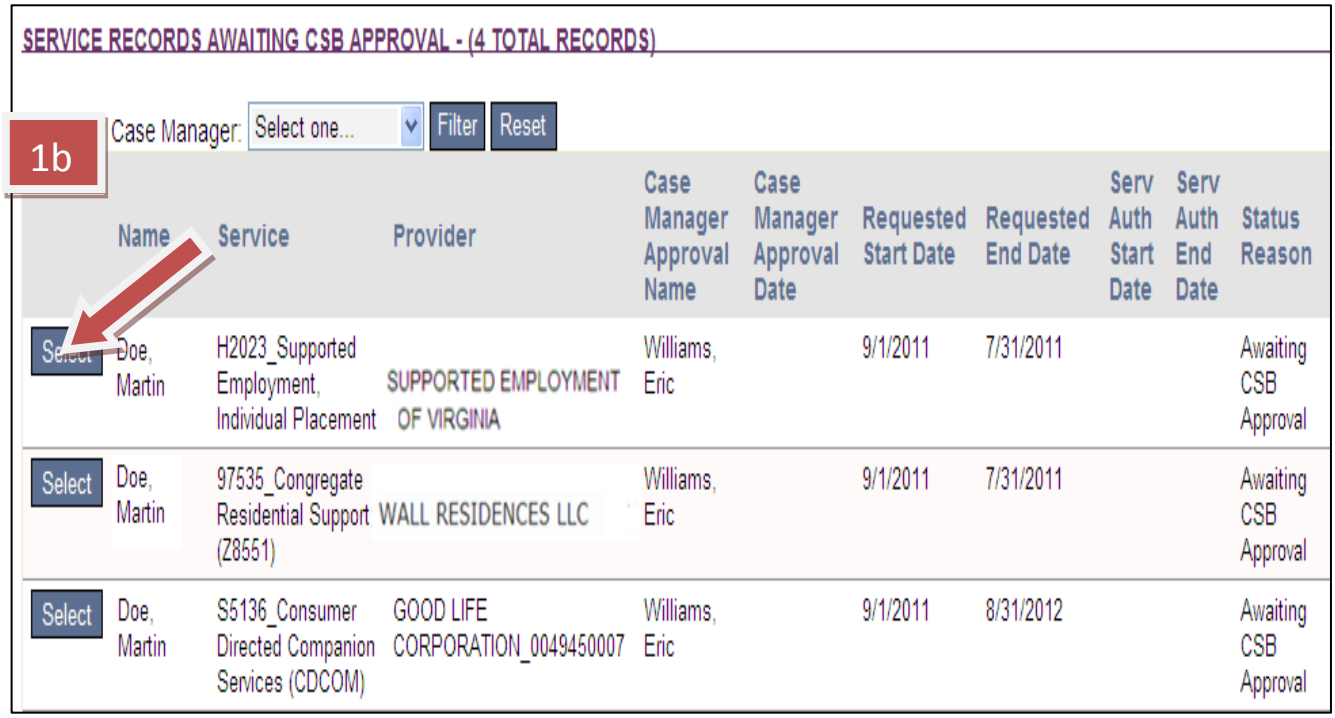


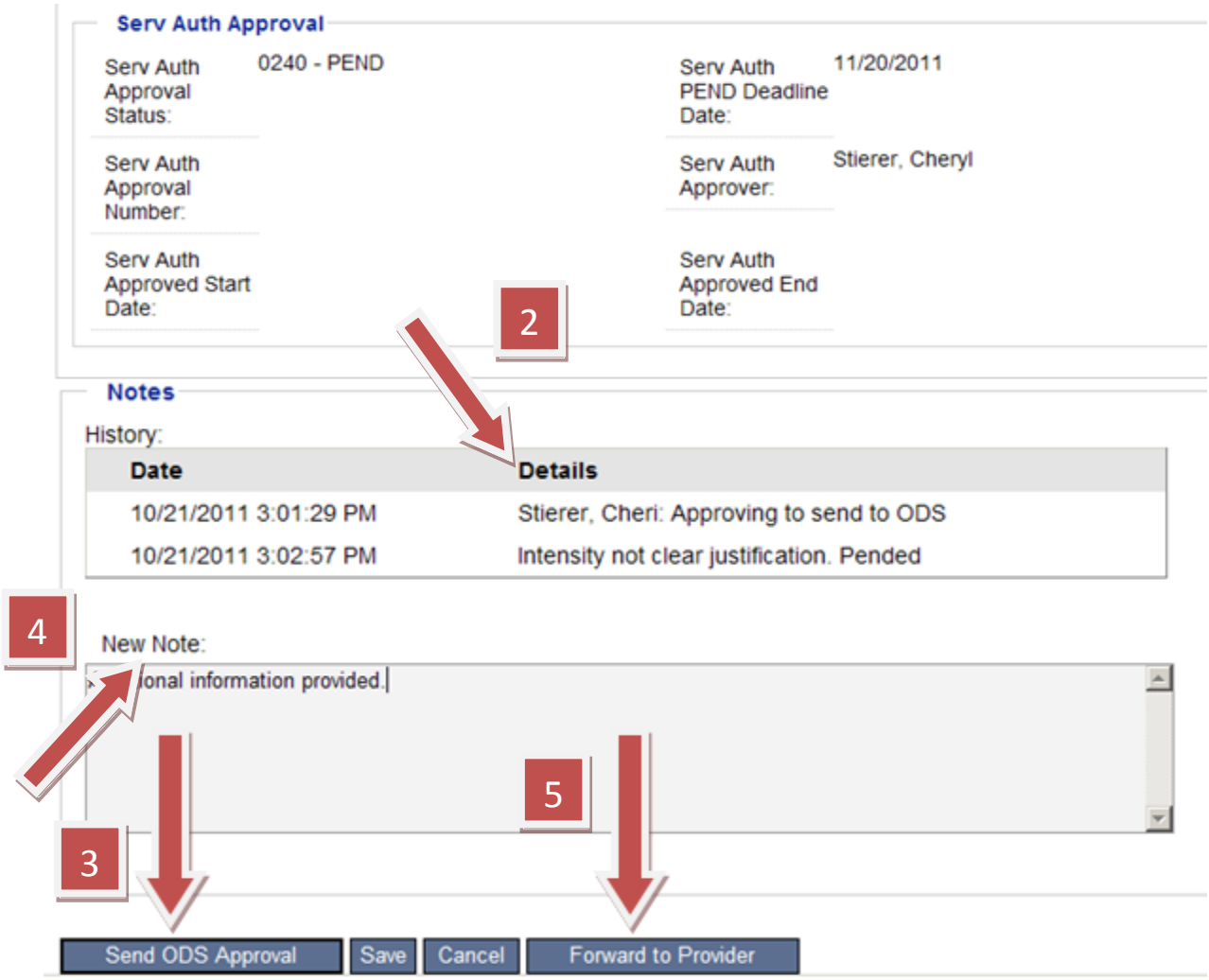
<u>Note: There are no email notifications to CSBs or providers regarding ISARs approved, pended, rejected, or denied by ODS staff. The provider/CSB must log into DELTA periodically and click on the "Approved by ODS" link to find all requests that have been approved. To find the pended ISARs, view "Pend by ODS" in the Service Records tab and to locate rejected or denied ISARs, view "Denied by ODS" in the Service Records tab.</u> All ODS Rejected Service Requests must be resubmitted and are not appealable.

PENDED REQUESTS

For all "pended" ISARS it will be necessary for the CSB to look under the "Pend by ODS" view (1a) and select the individual (1b). After selecting the individual, look at the "notes" section to determine why the ODS staff pended the request (2). The CSB has two options: the CSB can add or complete the needed changes and selects "Send ODS Approval" (3) to send it back to the ODS for approval. Alternately, if the CSB is unable to make the needed changes, they can forward the pended request to the provider and write a note asking for additional information (4), and selects "Forward to Provider" (5) for completion. If you need to have the original start date approved, put this date in the note section to remind PA what the original date is within that 30 day window.






Serv Auth Approval
Serv Auth Approval Status:
0240 - PEND
Serv Auth PEND Deadline Date:
11/20/2011
Serv Auth Approval Number:
Serv Auth Approver:
Stierer, Cheryl
Serv Auth Approved Start Date:
Serv Auth Approved End Date:
2
Notes
History:
Date
Details
10/21/2011 3:01:29 PM
Stierer, Cheri: Approving to send to ODS
10/21/2011 3:02:57 PM
Intensity not clear justification. Pended
4
New Note:
onal information provided.
5
3
Send ODS Approval
Save
Cancel
Forward to Provider

Home > Service Records > Awaiting Provider Completion
Location: ADDINGTON HALL_119488
Service Records
6
Awaiting Provider Completion
Awaiting CSB Approval
Awaiting ODS Approval
Pend By ODS
Denied By ODS
Rejected By CSB
Approved By ODS
Inactive Records
SERVICE RECORDS AWAITING PROVIDER COMPLETION - (5 TOTAL RECORDS)
Name
Service
Case Manager Approval Name
Case Manager Approval Date
Requested Start Date
Requested End Date
Serv Auth Start Date
Serv Auth End Date
Select
Bird, Bobbi Blue
S5136_Consumer Directed Companion Services (CDCOM)
Stierer, Cheri
New Service
Select
Sunkist, Orange
H2014_In-Home Residential Support (Z8595)
Stierer, Cheri
New Service

Once the CSB forwards the request, the provider will find the pended service request in the "Awaiting Provider Completion" view (6). The provider will receive an email like the one below indicating completion is needed.

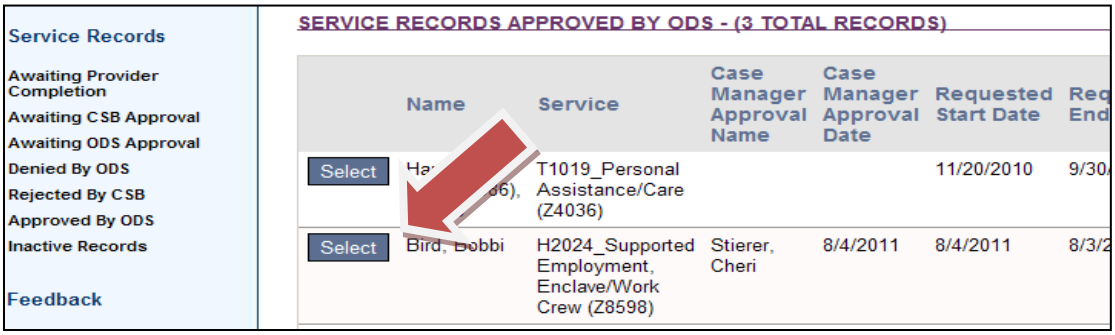
```
-----Original Message-----
From: no.reply@dbhds.virginia.gov
[mailto:no.reply@dbhds.virginia.gov]
Sent: Friday, October 21, 2011 2:31 PM
To: Stierer, Cheri (DBHDS)
Subject: Completion Request From: HAMPTON-NN CSB

Dear ADDINGTON HALL_1194886788,

A service record has been assigned to you by HAMPTON-NN CSB in the
DBHDS IDOLS and is awaiting your review.
Please log into DELTA and access the "Awaiting Provider Completion"
section of the IDOLS application.

Please do not reply to this email, this is a system generated
notification.
```

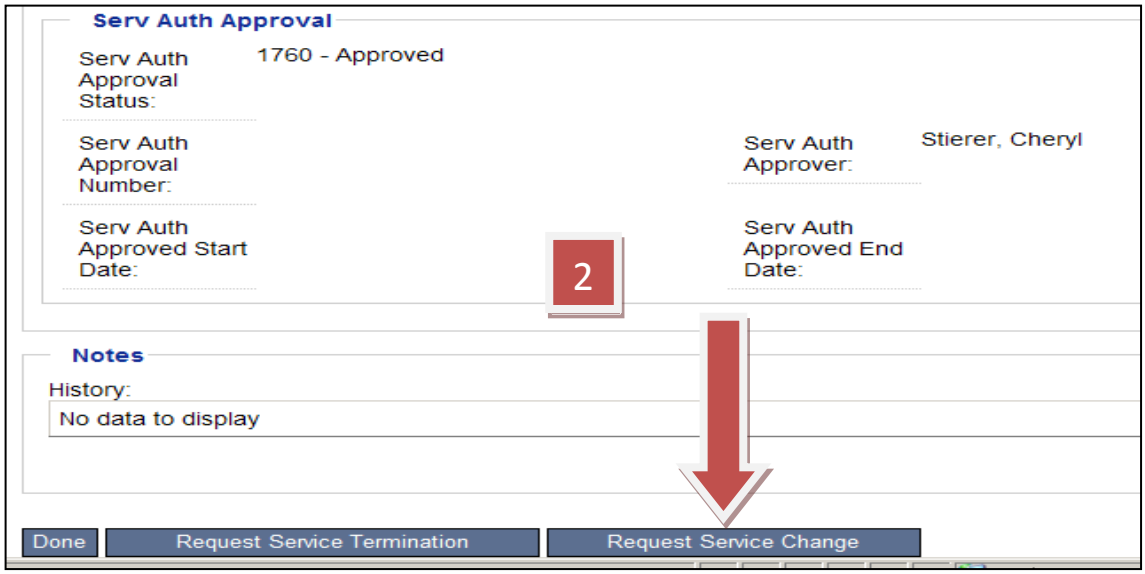
The provider should select the individual and review the Service Authorization notes in the "Details Section" (see #2 above). Additional information or attachments are then relayed to the CSB by the provider. The CSB will find the request under "Awaiting CSB Approval" (see #1b above). Once the CSB approves the changes, the service request is submitted to ODS again for final approval. There is a 30 day limit to complete this process or a new ISAR must be submitted.

Requesting a SERVICE CHANGE/Modification in an Approved ISAR for DATE CHANGES, INCREASES OR DECREASES in units or hours (A "Re-Review"):

A "Request for Service Change" to modify units/hours (increase or decrease) and/or change the dates cannot be submitted until ODS approves the initial service authorization. These can be viewed under "Approved by ODS" (image 1 below). Scroll to the bottom of the approved record, then select "Request Service Change" (image 2 below). You can only change the units, hours, blocks, costs, or dates. If "allowable activities" need to be changed, a new ISAR should be submitted with appropriate attachments. Increases may require a new ISAR with more explanation.

1





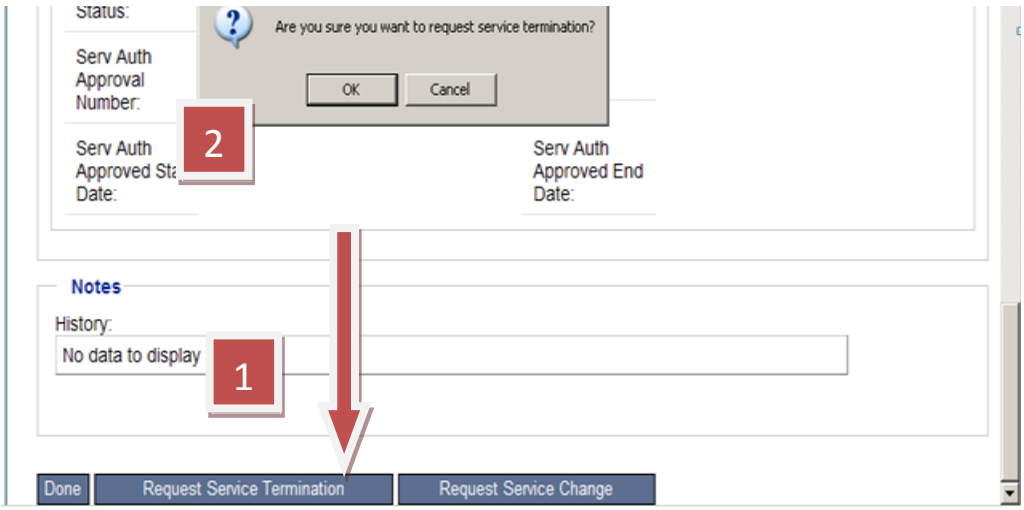
Correcting Errors in Submission

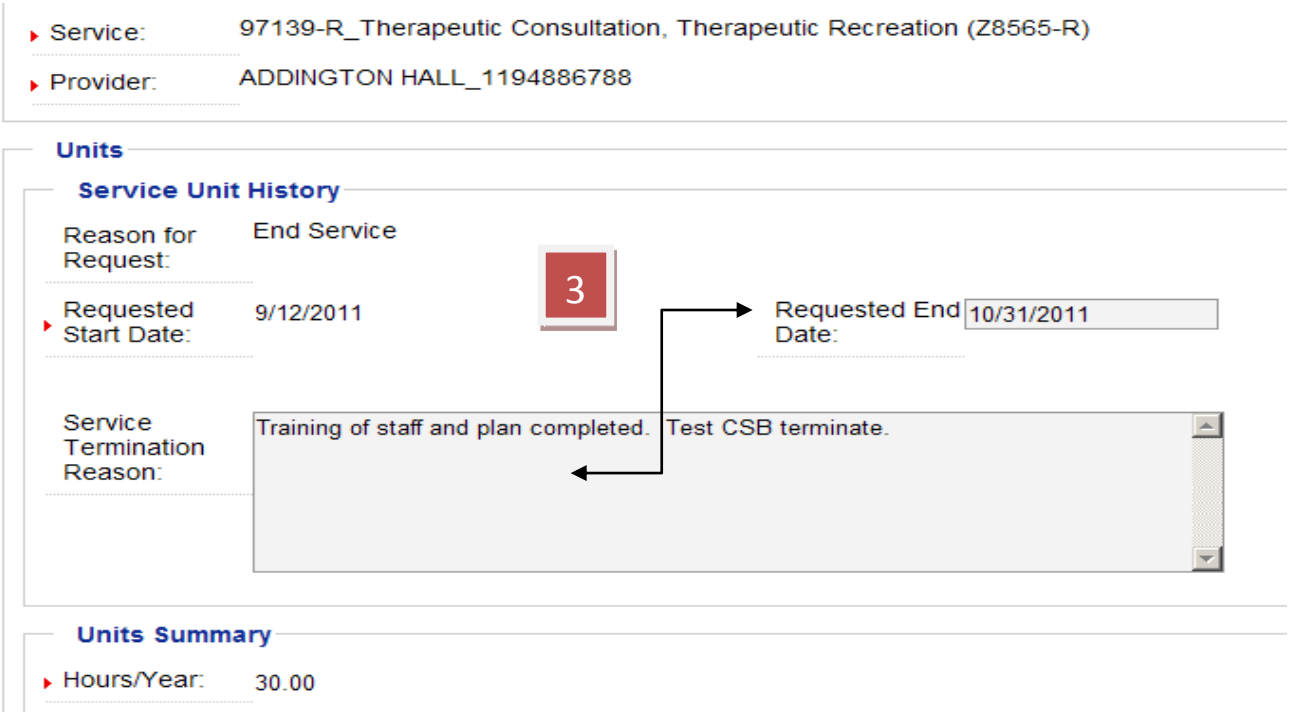
If a provider makes an error in the submission, a change cannot be made in the service record by the provider once it has been submitted to the SC/CM unless it is resubmitted, or the provider calls the SC/CM to make the needed change in the original request. In these situations, the CSB must communicate the provider's request; the CSB staff can make an additional note or a correction to an ISAR and then approve the request, but must describe the provider communication in the notes section of the ISAR prior to approval.

TERMINATING A SERVICE REQUEST

Providers

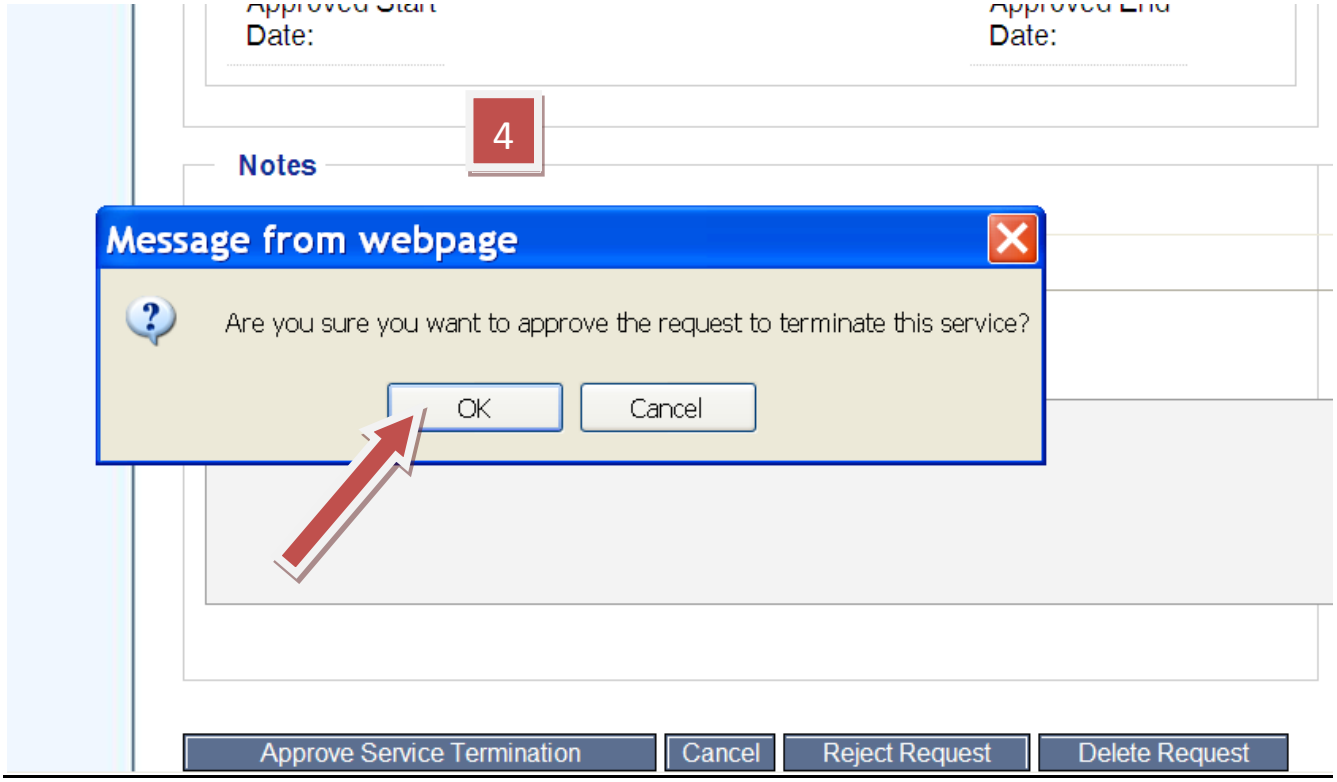
Select an individual from "Approved by ODS" and then select the service that is to be terminated. Scroll to the bottom of the record and select "Request Service Termination Request" (image #1) and select "OK" (image #2). Complete the "Requested End Date" and the "Service Termination Reason" (image #3 below). Then scroll to the bottom and select "Submit Termination Request." The CSB will get an email stating a service has been terminated by "Provider A." It then goes to the CSB's "Awaiting CSB Approval" view for the CSB Submitter to approve the termination request and send it to ODS. The request for termination will be found in the in the "Awaiting ODS Approval" view. Once approved by ODS, the service record can be viewed in "Approved by ODS."





CSB/BHAs

Select an individual from the "Approved by ODS," "Active Waiver Enrollments," or "Individuals by CSB" views, and then select the Service to end and the "Service Termination Request" button (image #1 above). Complete the "Requested End Date" and the "Service Termination Reason" (image #3 above). Scroll to the bottom of the record and select "Approve Service Termination Request" (image #4 below) and select OK. An email will go to the provider saying that a service termination request has been submitted by [*CSB name*]. The request will then go to ODS for approval and should appear in the "Awaiting ODS Approval" view. NOTE that this process bypasses the provider and should only be completed if the provider is no longer a provider for that particular individual. In most instances, the provider will initiate the termination of a service.



If the ISAR has been submitted to ODS and is "Awaiting ODS Approval," start dates, service units/hours or narratives that need to be changed by the provider, will require a submission of a "Service Change Request." (See Service Change above). Old ISAR's with no data checked in the allowable activities section will require termination and a new ISAR assigned by the SC.

SERVICE AUTHORIZATION REQUEST For Dates Earlier Than the Date of Submission

When submitting service authorization requests, the start date can be the ***same as the date that SC submits the request to ODS or any date going forward.*** The system will not allow the request to be dated prior to the date of the SC's submission to ODS. If there is a legitimate reason for an earlier date, the provider must state the reason in the "Comments/Justification" notes section and include the earlier date desired with the justification. The SC/CM must, in the approval process, indicate approval of this earlier requested date by placing a note in the same location or the notes section.

Additional Service Authorization Considerations

It is the responsibility of providers to check on submitted Service Authorizations in the available view to determine their status after the CSB approves the request. All Service Authorization Requests will

continue to be entered by ODS staff into the VAMMIS system for a PA code and status code. The current system of providers receiving the DMAS letter with the approved Service Authorization information will remain the same. As in the past, ***PROVIDERS SHOULD NOT BEGIN SERVICES UNTIL THEY CHECK THROUGH ONE OF THE DMAS INFORMATION SYSTEMS EITHER ONLINE,VIA PHONE OR LETTER, TO CONFIRM THE START DATES AND APPROVED SERVICES.***

Service Authorization Requests for Day Support, Prevocational and Supported Employment Services

Travel Time **–** This is for time that YOUR agency provides transportation. This is NOT to be used to indicate the amount of time the individual receives transportation through Logisticare services.

Periodic Support Hours – If you encounter an ISAR that does not have a place for periodic supports such as Day Support, please write in the notes the "total hours of ### plus ### for periodic supports equals ####."

Requesting CD SERVICES by a SERVICES FACILITATOR:

CSB - Select the chosen Service Facilitator's name as the provider and the requested CD services from the provider list in order to assign the CD services. Providers follow the same procedures for Service Authorization Requests. Service Facilitators will enroll as providers with assistance provided through the DELTA Helpline. Modifications of CS services that require the name of the family member and the name is blank, will need to ask Vivian Stevenson (804-789-9853) to put it in. The other option is just to request a new ISAR be assigned.

Service Authorization Data Prior to December 2011 and Using IDOLS

Any Service Authorizations not initiated through IDOLS, particularly those completed prior to December 2011, may have incomplete information in IDOLS due to the transfer of data. Those dated prior to July 2010 will not be available in IDOLS. Providers are ***STRONGLY URGED*** to check current Service Authorizations to ensure they have end dates where appropriate and "a blank space" for those services that are ongoing and approved by ODS. These can be viewed under the column "Serv Auth End Date" in the "Approved by ODS" view (see below). If there are needed changes, please submit these to Vivian Stevenson with clarification on what dates need to be changed under a specific PA number. These may be printed from IDOLS and submitted by fax to 804-786-8626.

If a provider wants to modify an old ISAR not in the system or in IDOLS without "allowable activities checked", please ask for a new service request to be initiated by the CM/SC. A note should be typed in to notify the PA staff which ISAR and PA number should be terminated. If the ISAR is in IDOLS without "allowable activities checked," the provider should terminate the service first, and then request the SC to assign a new ISAR.

Providers should always rely on their official paper copies of approved service authorizations prior to the date you began using IDOLS. All services authorizations submitted through IDOLS will appear in the provider views**.** These can be printed out as hard copies if needed. See below.

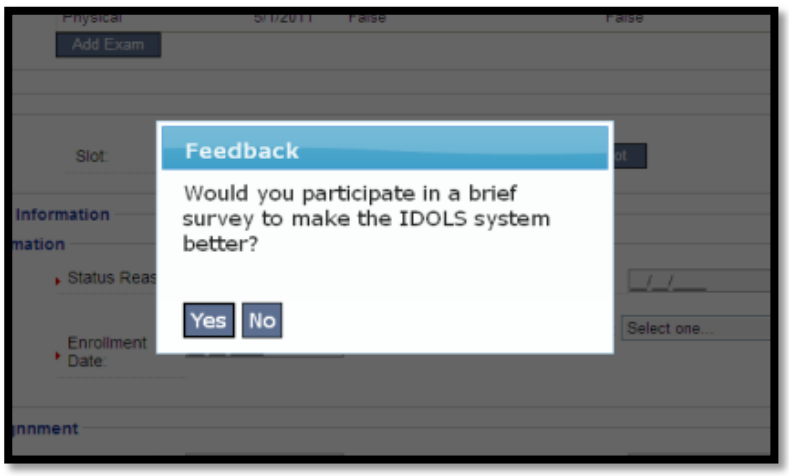
CE RECORDS APPROVED BY ODS - (38 TOTAL RECORDS)

Name	Service	Case Manager Approval Name	Case Manager Approval Date	Requested Start Date	Requested End Date	Serv Auth Start Date	Serv Auth End Date	Reason for Reques
Bird, Bobbi Blue	97139-R_Therapeutic Consultation, Therapeutic Recreation (Z8565-R)	Stierer, Cheri	9/28/2011	9/12/2011	10/31/2011	9/12/2011	10/31/2011	End Service
Bird, Bobbi Blue	97139-R_Therapeutic Consultation, Therapeutic Recreation (Z8565-R)	Stierer, Cheri	9/1/2011	9/12/2011			9/12/2011	New Service
Washington, George	97535_Congregate Residential Support (Z8551)	Seaver, Barry	7/28/2011	7/28/2011	7/27/2012	7/28/2011	7/27/2012	New Service
Woman, Bat	99199U4_Environmental Modification,	Stierer, Cheri	8/18/2011	8/22/2011	8/26/2011	8/22/2011	8/21/2012	New Service

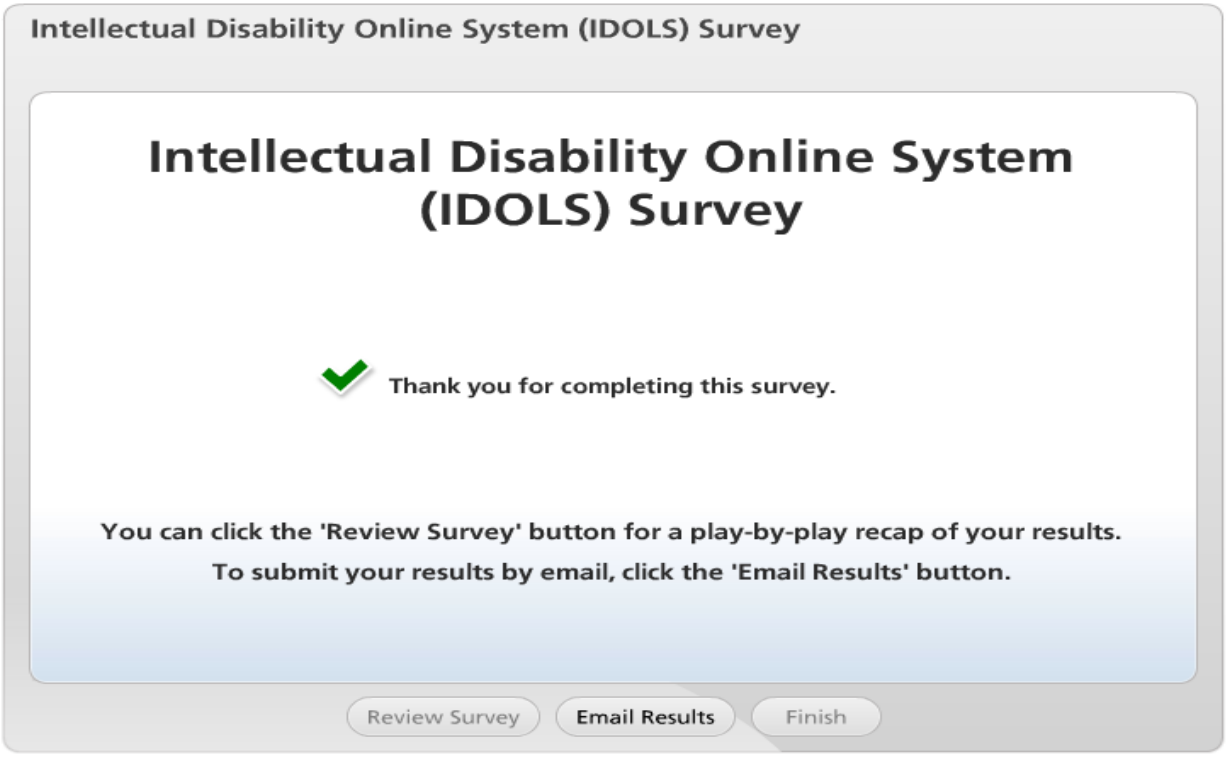
Providing Feedback Through the Online Survey

Selecting IDOLS Feedback in the IDOLS Navigation Pane provides the opportunity to offer feedback via the online survey.

Random pop-ups are also provided to offer the opportunity to take a brief survey and submit feedback by system email.



However you access the Survey, ODS appreciates your feedback in our continued efforts to improve the IDOLS system. Please be certain to select “Email Results” to submit your feedback to the DBHDS program administrators.



If you select the “Finish” button; it will save and NOT send the feedback in the system. FINISH really means “Finish Later;” therefore, use the “Email Results” button.

CONTACT INFORMATION AND HELP

Contact Information

DELTA Help Line (804) 887-7402

IDOLS Help Line: Local 804-371- 5208 or

1-855-234-3657 or 1-855-23 IDOLS

Hours M-F 8:00-4:00

Vivian Stevenson (804) 786-9853 Fax 804-786-8626
Vivian.stevenson@dbhds.virginia.gov

Cheri Stierer, Community Resource Manager
Office (804) 786-0803
Fax (804) 692-0077
cheri.stierer@dbhds.virginia.gov

Community Resource Consultants

http://www.dbhds.virginia.gov/ODS-Contacts.htm