

IDOLS Q&A for Support Coordinators

How to set up an account:

<http://www.dbhds.virginia.gov/ODS-UsefulInformation.htm#DELTA>

First step: Read the DELTA – IDOLS Explanatory document and the 3 DELTA quick reference cards. They explain the process to register for DELTA and the various roles that will need to be assigned.

Second step: The agency head completes the attached DELTA-Account Request Form and e-mails it to deltaprod@dbhds.virginia.gov. This is also the e-mail address that can be used to ask questions about the account request process. There are two versions of the form located on our website. Please see the attachment or use the website.

Third step: When you receive an e-mail notification about your completed registration your Security Officer and Supervisor will complete the necessary forms to assign the other roles which is explained, in detail, in the attached documents.

Fourth step: Read the attached IDOLS Service Authorization Manual. This manual contains all the information needed to complete service authorization requests (ISARs) in IDOLS.

Fifth step: View the YouTube videos: <http://www.youtube.com/user/ODSVA>

Q & A:

1. How does IDOLS know who the assigned Support Coordinator (SC) is to send the e-mail to?
Answer: IDOLS will not know who the SC is for various individuals, but it will show which provider has sent the request. All CSB submitters will receive all “request” notifications; therefore, the SC must check IDOLS when waiting for request. The assigned SC will then review the service authorization request and take the appropriate action. If the SC does not want to get all notifications, email notifications can be filtered via the email provider (Microsoft Outlook). The SC would in turn be responsible for regularly checking IDOLS throughout the day for submissions/responses.
2. Is Logisticare going to have access to the authorization component in IDOLS or will IDOLS communicate to them when new services (day support, prevocational and employment) are authorized?
Answer: Logisticare will not have access to IDOLS. The SC or provider can print any authorizations needed.
3. When transferring people from one CSB to another, will Vivian Stevenson still be the DBHDS staff person responsible for moving the individual from one CSB to another in IDOLS?
Answer: Yes. Vivian Stevenson will still need to be contacted by phone 804-786-9853 or fax 804-786-8626 to initiate the transfer.
4. How long does it take the newly licensed provider to sign up for IDOLS and receive DELTA access, as the SC needs to have access to the Provider in IDOLS in order for service request to be authorized?
Answer: DBHDS will get an updated list from DMAS weekly of all approved and active providers. This list is placed into IDOLS. The provider will not be able to access IDOLS or gain DELTA access if not on this list.
5. Is the SC assigned two roles to allow submission of assistive technology and environmental modification request?
Answer: Yes. SCs can be assigned two roles (submitter and provider). Each CSB must submit two Delta Account Requests (one for CSB submitter/approver only and one for CSB as a provider). This will set up 2 locations in IDOLS. One location will have the CSB name only, which is the CSB only location, and allows the SC to be assigned the roll of submitter/approver. The other location will have the CSB name and the NPI#, which is the CSB Provider location, and allows the SC to be assigned the provider role. The SC would need to select a location (role) when signing into IDOLS as CSB or CSB/NPI#.
6. On occasion, the Support Coordinator needs ODS to act as the mediator and make the final decision as opposed to the SC rejecting a request. Please clarify if it is okay for the SC to approve the request and provide comments written in the “Notes” regarding concerns.
Answer: The SC has the option to approve the request and include comments in the notes field if there are concerns when sending a request to ODS. However, it is always best if the SC and provider can discuss the matter first and come to a mutual agreement.

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7. Are appeal letters automatically generated when an authorization request denial is processed in IDOLS?
Answer: No. The appeal letter is not automatically generated. However, IDOLS does have the appeals letter template available for downloading when the SC needs to offer advance notice of the right to appeal.
8. When an individual is transferred from one CSB to another, is there anything that needs to be done to indicate the change?
Answer: Yes. Your CSB must follow the CSB/BHA Transfer protocol and submit copies of the letters to Cheri Stierer and send a copy to Vivian Stevenson via fax 804-786-8626 for ODS to make the changes in IDOLS, along with the start date for the new CSB.
9. Can SCs make corrections to request?
Answer: Yes. There are certain situations in which the SC can make corrections. See the *Navigating IDOLS Virginia's Electronic ID/DS Waiver Service Authorization System* manual for details.
10. Can a CSB provider see only the list of individuals in a particular program?
Answer: No. All CSB provider staff using the same provider number may see all service authorization requests and decisions. Therefore, residential and day programs using the same provider number will be able to see all the authorizations for individuals receiving services in those programs and should only open the awaiting service requests for their program(s).
11. Will all CSB staff enrolled in IDOLS get all the e-mail notifications for any waiver service related item for any individual served by the CSB?
Answer: Notifications will be received by all if the CSB and CSB providers are all listed in IDOLS with the same provider number.
12. Can a service be terminated and another service replacing that service be requested at the same time?
Answer: A provider can terminate the old service and open the new one once it is assigned by the CM/SC (It could be the same provider or different provider). The SC/CM will take action once each is submitted.
13. If the SC has a provider with multiple provider numbers, how will the SC know which provider number to choose in order to open a service request?
Answer: The provider will need to inform the SC as to which provider number is to be used for each request.
14. Can a record in inactive status in IDOLS be re-opened, if the case has been closed and then re-opened a year later?
Answer: Closed records cannot be reopened. However, new services can be initiated.
15. Can providers respond to request that have been pended by ODS without going through the SC?
Answer: No, the provider is able to view the ODS action, but cannot respond to pended request until the SC forwards the request in IDOLS. Once completed, the provider returns additions/corrections in IDOLS to the SC who forwards to ODS. Pended requests must be resolved within 30 days of the pended date
16. Who will the e-mail go to once the SC has opened a service to a provider?
Answer: The email will go to all IDOLS enrolled provider staff at the identified provider location with the same provider number.
17. What happens if the SC receives a request that has errors?
Answer: The SC can make the corrections after contacting the provider to receive permission to make the changes. The SC also has the option to reject the request and indicate the reason for the rejected request in the note section. This second option will allow the provider the opportunity to make corrections.
18. Why do I have to keep attaching the information for Environmental Modifications and Assistive Technology? The IDOLS system is requiring the attachment every time someone touches the ISAR. Once the attachment is present, the next person simply checks the fax box and puts a note that says, "See attachment."