

Frequently Asked Questions – Overview

Question	Answer
<p>What are the service families in iBudget and is funding broken out by service family?</p>	<p>iBudget services are grouped into eight service families, which are Life Skills Development, Supplies and Equipment, Personal Supports, Residential Services, Support Coordination, Therapeutic Supports and Wellness, Transportation, and Dental Services. When a customer is enrolled in iBudget Florida, the waiver support coordinator will help the individual move services that are currently approved in the individual’s cost plan into the appropriate service families. These services are referred to as pre-approved services because they already have been approved on the individual’s cost plan. Funding in iBudget will be a total annual budget amount and will not specifically be broken out into the service families.</p>
<p>Must the individual use all services by the end of the quarter?</p>	<p>No. iBudget Florida is designed for a 12-month period. WSCs will help customers use their iBudgets as they need them. Some services are regularly used and can be approved for up to 12 months. Other services may be used periodically and the WSC can assist the individual to authorize services for a 3-month period if appropriate. Unused funds will continue to be available in later quarters within the fiscal year.</p>
<p>Please provide clarification on how services can be moved or changed. For example, if a customer has Behavioral Analysis, can they move to a less costly service and increase Personal Care Assistance (PCA)? Can they reduce PCA and increase adult day training?</p>	<p>Some service families such as Life Skills Development and personal supports can be adjusted when necessary to address the person’s needs with minimal administrative review needed. Other services such as nursing or behavior analysis services will require the area office to review all changes in those services. The individual’s health and safety needs must be met and the WSC will assist the individual in making changes as appropriate.</p>
<p>What about customers in group homes with no family or guardians to assist them in understanding the iBudget system?</p>	<p>The WSC will continue to be the point person to assist the individual. The individual’s service providers will be important members of the person’s support team to assist the customer with questions.</p>
<p>What can we do within available budget when a customer drops to a lower-cost service?</p>	<p>The available budget can be used to address other service needs as long as the iBudget allocation is not exceeded. However, some services such as nursing, therapies, and behavior analysis will require area office review to make changes.</p>

<p>What is the website for requesting help and finding information about iBudget Florida?</p>	<p>Several sources exist for assistance and information. iBudgetFlorida.org is the primary website. For additional assistance, select <i>Contact Us</i> on the homepage of that site. Our mailing address, email addresses, phone numbers, and an online form are available for your questions. You may also call toll-free 1-866-APD-CARES (1-866-273-2273).</p>
<p>Where can we find the primary documents that define the iBudget Florida program?</p>	<p>These documents are available on the Rules & Regs page of the website.</p>
<p>Who can change service authorizations?</p>	<p>The individual's WSC can make changes to service authorizations when needed or requested by the individual.</p>
<p>In Personal Supports, why is there a distinction for people age 21 and over living in the family home? What about 18-year-olds?</p>	<p>Personal Supports will not be available to children under 21 in the family home but will be available to those age 18 or older who are in supported living situations or their own homes. Because the Medicaid State Plan covers personal care assistance for individuals under the age of 21, iBudget does not cover this service. However, respite is available for individuals under age 21 who are living in the family home.</p>
<p>Will customers lose the unspent portions of their cost plans in the following fiscal year?</p>	<p>The funding is approved and allocated for a fiscal year. Any unspent funds will not be rolled over to the next fiscal year. However, the iBudget annual amount will be reauthorized for the new fiscal year, if there are no changes in circumstances or allocation.</p>
<p>Will Dental and Personal Emergency Response services be available for all individuals on the iBudget waiver?</p>	<p>If there is medical necessity and the cost of the service is within the individual's iBudget, these services will be available.</p>
<p>Will individuals and families need a virtual private network (VPN) to access electronic cost plans and other information in the iBudget system?</p>	<p>The individual and family Web portal to access the iBudget electronic system is not available at this time. When it is available in the future, families will not need a VPN to gain access to view their electronic records. The access to the system will occur by logging onto a website.</p>
<p>How will iBudget Florida process approvals or disapprovals of service changes?</p>	<p>The iBudget Florida application is automated to assist with service reviews by the area office. The WSC will be notified of the results of service reviews through the iBudget Florida system. If an individual is denied a service, APD will issue a notice that will be sent to the individual—same as the current process.</p>

<p>Will services be reduced due to different rates for the changes in service families?</p>	<p>The rates are the same for iBudget as in the current tier waivers. The only exception is in the area of personal support services. The Personal Supports service family combines four services into one (respite, companion, in-home supports, and personal care) and there are standard rates for that service that are different than the rates for the tier waivers. When converting the service of companion to Personal Supports or Life Skills Development 1, the individual will need to determine which service is the most appropriate. For companion services that are more geared to community inclusion, participation, and training, the Life Skills Development service family would be more appropriate. For companion services that are similar to personal care services or in-home support services, the Personal Supports service family is the more appropriate choice.</p>
<p>Will the area office or WSCs be responsible for making changes in ABC before changes are made to a budget or cost plan?</p>	<p>All demographic information will continue to be updated in the ABC system, which, in turn, will update the iBudget application. Individual budgets are populated by APD State Office and cost plans will be built by WSCs in iBudget, not in ABC.</p>
<p>Will unused services be available to the customer later in the fiscal year?</p>	<p>Yes. Service plan units for a current quarter can be moved to future quarters. WSCs can assure customers that no loss of units will occur in those instances. It is only at the end of the fiscal year when unused units revert to the state. The iBudget allocation is then re-established for the new fiscal year.</p>
<p>Can reserved money be used for a one-time service such as dental work beyond the routine?</p>	<p>Yes, reserved money can be used for extra dental work.</p>
<p>Are you providing iBudget Florida information directly to individuals or to the guardians?</p>	<p>Information will be provided to individuals and families when iBudget Florida is coming to their area. A notice will be mailed to each customer, family, or legal representative.</p>