



**State of Connecticut
Department of Developmental Services**

Dannel P. Malloy
Governor

Jordan A. Scheff
Commissioner

Peter Mason
Deputy Commissioner

Memo

TO: DDS Qualified Providers

FROM: David David, Director of Service Development and Support, Operations Center

CC: Jordan Scheff, Commissioner, Peter Mason, Deputy Commissioner, Katie Rock-Burns, Chief of Staff, Scott McWilliams, Chief of Fiscal/Administrative Services, Regional Directors, Assistant Regional Directors, Resource Administrators

DATE: February 22, 2019

SUBJECT: New Utilization Resource Review (URR) Process

The Department of Developmental Services (DDS) has restructured the Utilization Resource Review (URR) process for individuals requiring 1:1 or 2:1 supports. The selection of individuals to be reviewed will be through a new process; approvals will also be handled differently. As of February 1, 2019, all previously scheduled URRs have been cancelled and only the newly selected individuals will be reviewed. Regional DDS staff have already been in contact with providers affected by the new selections. If you have questions regarding cancellations or the new selections, please contact your regional Resource Management liaison.

The individuals to be reviewed through URR each fiscal year will be identified through a random sampling process, outlined below:

- Individuals included in the sampling pool are active individuals with annual URR approval. The sample does not include one-time authorizations or graduates.
- The pool is broken into groups, based on region, provider, and URR approval type (day vs. residential). These groups are sampled based on the size, according to the following chart:

<i>Based on region, provider, service group with Annual URR Approval</i>	Number Selected in Sample
Number of individuals supported by provider	
1 – 10	1
11 – 20	2
21 – 30	3
31 – 40	4
41 – 50	5

- In addition, individuals that are PRC-exempt are removed from the sampling pool above and sampled separately at a rate of 50% (i.e. half of these individuals will be selected for review each year). This is to ensure that individuals are being reviewed by some agency body on a routine basis.

For FY2019, individuals who were already reviewed in the fiscal year were removed from the sampling pool. In future years, the methodology outlined above will be followed. This may result in individuals being selected in sequential years, or, not being selected for several years. **However, each provider supporting an individual with URR approval will have at least one URR review per year, in each region they provider services, and for each type of service (day or residential) that they provide.**

Important to note is that the region may be conducting observation of the individual's program prior to the URR presentation. This will give the region and provider an opportunity to discuss meaningful feedback on the implementation of the program being presented during the review.

In future years, providers will be notified by the region at least 2 months in advance if an individual supported in one of their programs has been selected for a URR review. Providers will be notified of the date the paperwork is due and the date the review is scheduled to take place. If providers fail to return materials on time ahead of the scheduled review date, a reminder letter will be sent to attend the review date the following month. If the provider fails to attend the second scheduled review, funding for the individual chosen to be reviewed will be reduced to the LON rate the following month.

The outcomes for URR will now be one of the following: Forever OK, Approved with an End Date, Conditional Approval with a return date, Approved – return to random sample, or Denied.

The region reserves the right to review any individual at any time. The region will also be responsible to review those individuals requesting URR approval for the first time or those that received a pending approval due to being a high school graduate or age out.

We expect that these revisions will allow both the department and providers to devote more focused attention to each review, leading to higher quality programming. We also expect that this will reduce burdens on providers, with a reduction in meetings. Thank you for your continued partnership in service of the individuals we support.

If you have any questions, please contact the PRAT Manager in the applicable Region.

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