

## How to Client Individual Support Plan (ISP) Date Information in eXPRS

(v3; 7/25/2018)

eXPRS has implemented a new feature in an individual's **VIEW CLIENT** profile page that allows for the tracking of their Individual Support Plan (ISP) date information.

While only informational at this time, the individual's ISP Date information entered into eXPRS will be utilized in future system functionality as a validation edit point for Plan of Care and/or other service limits to align with ODDS policy guidelines, as well as CMS individual plan requirements.

### Some things to note about entering ISP Date information in eXPRS.

- ISP Date segments for **INITIAL** ISPs can have a date range that is a longer than 365 days. The **ISP End Date** can be the last day of the month of the **ISP Start Date**, the next year.

**ISP Dates Add**

ISP Type	Initial	ISP Signed Date	6/30/16
ISP Start Date	7/12/2016	ISP End Date	7/31/2017

- ISP Date segments for **ANNUAL** ISPs *cannot exceed 12 months* from the **ISP Start Date** (ie: annual segments are limited to 1 year).

**ISP Dates Add**

Validation Error! You must correct the following error(s) before proceeding:

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ISP End Date has to be within 12 months of the ISP Start Date for Annual Service Type.

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ISP Type	Annual	ISP Signed Date	7/30/2017
ISP Start Date	8/3/2017	ISP End Date	8/31/2018

- ISP Date segments **cannot have dates that overlap** another ISP date segment.

**ISP Dates Add**

**Validation Error! You must correct the following error(s) before proceeding:**

ISP Date Range Dates can't overlap with an active ISP Date Range record.

ISP Type: Annual | ISP Signed Date: 11/24/2017

ISP Start Date: 11/28/2017 | ISP End Date: 10/31/2018

Buttons: Save, Reset, Cancel

- ISP Date segments can be shorter than 1 year.

**Individual Support Plan (ISP) Dates**

Display Segments for Dates: Begin: 7/25/2019 | Find

ISP Type	ISP Begin Date	ISP End Date	ISP Signed Date	
Annual	5/5/2017	3/31/2018	5/1/2017	Edit Remove Log

Buttons: Add

Note: Less than 1 year.

- Date gaps between different ISP Date segments is allowed.

**Individual Support Plan (ISP) Dates**

Display Segments for Dates: Begin: 4/12/2018 | Find

ISP Type	ISP Begin Date	ISP End Date	ISP Signed Date	
Annual	4/19/2018	3/31/2019	4/12/2018	Edit Remove Log
Annual	5/5/2017	3/31/2018	5/1/2017	Edit Remove Log

Buttons: Add

Note: Date gap between ISP segments.

For additional information & ODDS policy direction regarding entry and utilization of the ISP Date information, please see <[transmittal or worker guide](#)>.

### How to enter ISP Date information in eXPRS:

1. Login to eXPRS. Users will need to be logged in as (Local Authority) for CDDPs,

**Login**

Password accepted. Choose your organization and/or program area for this session.

You are in the Practice environment

Login Name: userID

Password: ●●●●●●

Organization/Program Area: County (Local Authority)

Forgot your password? | Submit

or as the (Contractor) for Brokerages.

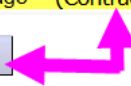
**Login**

Password accepted. Choose your organization and/or program area for this session.

You are in the Practice environment

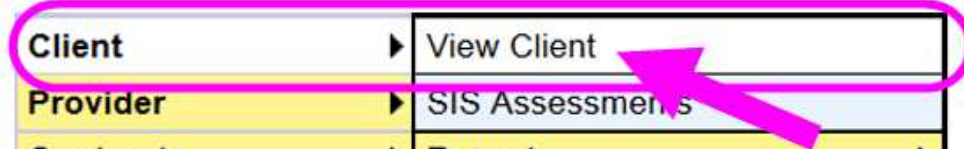
<b>Login Name:</b>	<input type="text" value="userID"/>
<b>Password:</b>	<input type="password" value="....."/>
<b>Organization/Program Area:</b>	Brokerage (Contractor) ▾

[Forgot your password?](#)



- From the left-hand menu, click on **CLIENT** → **VIEW CLIENT** to find the individual's View Client profile page.

<b>Client</b>	▶ View Client
<b>Provider</b>	▶ SIS Assessments
<b>Contracts</b>	▶ Reports ▶
<b>Prior Authorization</b>	▶ Filtered By Type All Notification T
<b>Plan Of Care</b>	▶
<b>Claims</b>	▶




- In the **View Client** page, enter the individual's prime number in the **Client Prime** field & then click **FIND** to search.

**View Client**

At least one search criterion must be entered. When searching by name only, either the first name or last name (or both) must be present, and contain only alphabetic characters. If a name search would return too many results, additional criteria are required. Format Birth Date as m/d/ccyy.

<b>Last Name:</b>	<input type="text"/>
<b>First Name:</b>	<input type="text"/>
<b>Birth Date:</b>	<input type="text"/> <input type="button" value="📅"/>
<b>Gender:</b>	Unspecified ▾
<b>Client Prime:</b>	xyz0000a
<b>Max Displayed:</b>	25 ▾



- From the results list shown below the search fields, click on the blue **LAST NAME** of the individual to open their profile record.

Client Prime: xyz0000a  
Max Displayed: 25  
Find Reset

Export options: CSV | Excel | PDF | RTF

Last Name	First Name	Middle Initial	Title	Name Type	Birth Date	Deceased	Date of Death	Gender	Client Prime	Prime Type
AAAAAAA	Aaaa			P	mm/dd/yyyy	No		F	xyz0000a	P

- With the individual's profile page open, scroll down & expand the **Individual Support Plan (ISP) Dates** section in the middle of the page. Click **ADD** to add ISP Date segment information.

**Client**

**Legal Last Name:** AAAAAAA  
**Legal First Name:** Aaaa  
**Legal Middle Initial:**  
**Legal Title:**  
**Preferred Last Name:** AAAAAAA  
**Preferred First Name:** Aaaa  
**Preferred Middle Initial:**  
**Preferred Title:**  
**Birth Date:** mm/dd/yyyy  
**Deceased:** No  
**Date of Death:**  
**Gender:** F  
**Client Prime:** xyz0000a  
**Prime Type:** P

Aliases  
DD Eligibility  
Level of Care

**Individual Support Plan (ISP) Dates**  
**Display Segments for Dates:** **Begin:** 7/24/2015 **End:** 7/24/2019 **Find**  
Nothing found to display.  
**Add**

Service Eligibility

6. You will be taken to a new page called **ISP Dates Add** to enter the ISP date segment information. Add the data for the information requested.

- **ISP Type** = select the type of ISP for the segment from the dropdown.
  - **Initial** = the first ISP for the individual
  - **Annual** = subsequent annual ISPs for the individual

- **ISP Signed Date** = the date the ISP team signed the ISP
- **ISP Start Date** = the effective or start date of that ISP
- **ISP End Date** = the last date that ISP is effective

Click **SAVE** to save the ISP date segment data. You will be returned to the **View Client** page, and the ISP segment data entered should now appear in that section.

ISP Type	ISP Begin Date	ISP End Date	ISP Signed Date	
Initial	12/3/2015	11/30/2016	12/2/2015	Edit Remove Log

7. To add additional ISP date segments, click **ADD** or repeat steps #1 – 5 above. When entering a new segment that follows an **Initial** ISP segment, the system will auto-fill the ISP Type to **Annual** & pre-populate the **ISP Date Range**. These fields can be edited, as needed, before the segment is saved. **Please note the ISP date range limitations on page 1 of this guide.**

**ISP Dates Add**

ISP Type: Annual

ISP Signed Date: 11/28/16

ISP Start Date: 12/1/2016

ISP End Date: 11/30/2017

Buttons: Save, Reset, Cancel

8. Over time, as the individual has additional ISPs, the ISP Dates section of their **View Client** profile page will show their ISP history.
- The system default is to display ISP segment history back 3 years & forward 1 year from the current date.
  - If users wish to view more date segment history, they can edit the dates in the **Display Segments for Dates:** fields to view ISP Date segments for any date range desired.

**Individual Support Plan (ISP) Dates**

Display Segments for Dates: Begin: 7/24/2015 End: 7/24/2019 Find

ISP Type	ISP Begin Date	ISP End Date	ISP Signed Date	Edit	Remove	Log
Annual	12/1/2017	11/30/2018	11/27/2017	Edit	Remove	Log
Annual	12/1/2016	11/30/2017	11/28/2016	Edit	Remove	Log
Initial	12/3/2015	11/30/2016	12/2/2015	Edit	Remove	Log

Add

9. To view the details of an ISP Date segment, click on **Log** at the far right.

▶ Level of Care

▼ Individual Support Plan (ISP) Dates

Display Segments for Dates: Begin: 7/24/2015 End: 7/24/2019 Find

ISP Type	ISP Begin Date	ISP End Date	ISP Signed Date			
Annual	12/1/2017	11/30/2018	11/27/2017	Fdit	Remove	Log
Annual	12/1/2016	11/30/2017	11/28/2016	Edit	Remove	Log
Initial	12/3/2015	11/30/2016	12/2/2015	Edit	Remove	Log

Add

▶ Service Eligibility

ISP Dates Log

ISP Type Annual ISP Signed Date 11/28/2016

ISP Start Date 12/1/2016 ISP End Date 11/30/2017

Back

10. To edit an ISP Date segment to change the **ISP End Date**, click on **EDIT**.

▶ Level of Care

▼ Individual Support Plan (ISP) Dates

Display Segments for Dates: Begin: 7/24/2015 End: 7/24/2019 Find

ISP Type	ISP Begin Date	ISP End Date	ISP Signed Date			
Annual	12/1/2017	11/30/2018	11/27/2017	Edit	Remove	Log
Annual	12/1/2016	11/30/2017	11/28/2016	Edit	Remove	Log
Initial	12/3/2015	11/30/2016	12/2/2015	Edit	Remove	Log

Add

▶ Service Eligibility

This will open that segment record to allow updates to the **ISP End Date**.

ISP Dates Edit

ISP Type Annual ISP Signed Date 11/28/2016

ISP Start Date 12/1/2016 ISP End Date 11/30/2017

Save Reset Cancel

Click **SAVE** to save any changes made.

11. Click on **REMOVE** to remove an ISP segment that may have been entered in error.

▶ Level of Care

▼ Individual Support Plan (ISP) Dates

Display Segments for Dates: Begin: 7/24/2015 End: 7/24/2019 Find

ISP Type	ISP Begin Date	ISP End Date	ISP Signed Date			
Annual	12/1/2017	11/30/2018	11/27/2017	Edit	Remove	Log
Annual	12/1/2016	11/30/2017	11/28/2016	Edit	Remove	Log
Initial	12/3/2015	11/30/2016	12/2/2015	Edit	Remove	Log

Add

▶ Service Eligibility

The segment will then be removed from the ISP Section.

▶ Level of Care

▼ Individual Support Plan (ISP) Dates

Display Segments for Dates: Begin: 7/24/2015 End: 7/24/2019 Find

ISP Type	ISP Begin Date	ISP End Date	ISP Signed Date			
Annual	12/1/2016	11/30/2017	11/28/2016	Edit	Remove	Log
Initial	12/3/2015	11/30/2016	12/2/2015	Edit	Remove	Log

Add

▶ Service Eligibility