

Magellan Healthcare of Idaho

Outcomes and Assessments System – Adding a Person Centered Services Plan/Plan of Care

Overview

One of the primary features of Magellan’s outcomes and assessments system (accessed via Availity Essentials) is the coordinated ability to complete assessments. The Person Centered Services Plan, or PCSP, and the Plan of Care, or POC, are accessed via one assessment template in the outcomes and assessments system, but there are some differences depending on the selections users make within the template. The PCSP uses skip logic for elements that do not apply outside of wraparound practice, whereas the POC includes all elements. This step-by-step guide covers the basics of what the PCSP/POC includes, as well as how to start and complete the assessment.

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When is a Person Centered Services Plan (PCSP) used?

Any provider may use the PCSP as a best practice. All youth with Medicaid eligibility based on the 1915(i) State Plan Option must have a PCSP. Please check with your agency and program on PCSP requirements.

When is a Plan of Care (POC) used?

All youth with High Fidelity Wraparound, also known as Idaho Wraparound Intensive Services, or IWInS, must have a POC. The POC is designed to align with the phases and activities of Wraparound. POCs, by definition, also meet the standards of a PCSP.

What is in the PCSP/POC assessment?

The sections within the PCSP/POC assessment include:

- | | |
|--|---|
| 1. Plan Type | 10. Needs and Objectives |
| 2. Ground Rules and Preferences | 11. Action Steps |
| 3. Crisis Plan | 12. IBHP Services |
| 4. Family Story | 13. Community Supports and Services |
| 5. Graduation/Transition Information | 14. Barriers |
| 6. Plan of Care Information | 15. Youth Transition to Adulthood (16+) |
| 7. Living Setting | 16. Additional Information |
| 8. Medical/Physical Health Information | 17. Signature (CFT Members) |
| 9. Child and Family Team Members | 18. (Optional) Upload Document(s) |

What is included in the POC that is not included in the PCSP?

The PCSP differs from the POC in that it uses skip logic to “skip” elements which are wraparound-specific activities. The elements skipped are grayed out when completing a PCSP. These elements include:

1. Ground Rules



2. Team Mission Ratings



3. Graduation Readiness Rating of Team



4. Wraparound Phone Number



5. Wraparound Referral Date



6. Wraparound Provider



Locate the member

Entering assessments in Magellan's outcomes and assessments system always begins with locating the member within the system. Use the steps found in the Searching for a Member Step-By-Step Guide on the [Outcomes and Assessments Training page](#) to locate the individual member.

Adding the PCSP/POC

1. From the member's profile, click the **Assessment Templates** tab.
2. Click the radio button next to the **Person Centered Services Plan (PCSP)**.
NOTE: You will select this assessment template for either the PCSP or the POC.
3. Click **ADD**.

The screenshot shows the P-CIS interface for a member named Mango Coconut. The 'Assessment Templates' tab is active, displaying a table of templates. The 'Person Centered Services Plan (PCSP)' template is selected. Below the table, the 'ADD' button is highlighted, indicating the next step in the process.

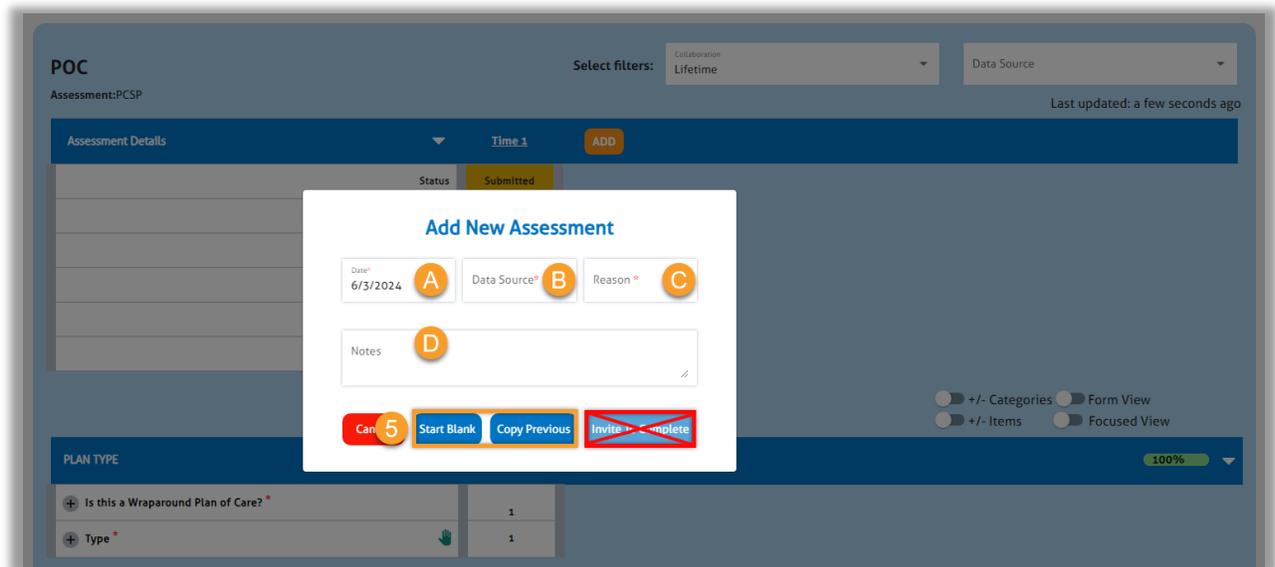
ID	Instrument	Assessment Template Name	Reminder Schedule	Alert Schedule	End Date
33	AUD	Consent Form			
106	MHC	Combined BH Assessment			
121	POC	Person Centered Services Plan (PCSP)			
135	CAN	Idaho Child & Adolescent Needs & Strengths 3.0	Every 90 Days		
137	GAF	Generic Attachment Form			

4. Complete the fields of the Add New Assessment screen.
 - A. **Date** – Auto populates to the **current date** and can be changed if needed.
 - B. **Data Source** – Select the appropriate option. This will typically be **Communitric** for PCSP/POC assessments.
 - C. **Reason** – Select the appropriate option from the list:
 - 1) Initial
 - 2) Discharge
 - 3) Review/Re-assessment
 - 4) Triggering Event**NOTE:** If Triggering Event is selected as the reason, additional required fields will populate for **Event Date** and **Event Notes**.
 - D. **Notes** – Optional and can be used to provide additional information as needed.

5. Establish the assessment in the system by selecting one of the following options:

NOTE: Later in this process, you will select the **Type** of plan you are completing. The Type of plan you select later may correspond with whether you select **Start Blank** or **Copy Previous**. Use the guidance below to help initiate the assessment.

 - A. **Start Blank** – Will start a new PCSP/POC from scratch.
 - 1) When you are completing the Initial Crisis Plan, choose **Start Blank**.
 - 2) If a member returns to services, a new Initial Crisis Plan, PCSP or POC should be created from scratch using the **Start Blank** option.
 - B. **Copy Previous** – Will log a new PCSP/POC with the previous responses included in the most recent version of the assessment.
 - 1) When completing the Initial Plan, the **Copy Previous** option will copy the Initial Crisis Plan, if completed. You can then complete the Initial Plan without the loss of the Crisis Plan.
 - 2) When reviewing or updating the PCSP/POC, the **Copy Previous** option will copy the most recent PCSP/POC. The review/update can then be updated as needed.
 - 3) When completing a transition or discharge PCSP/POC, the **Copy Previous** option will copy the most recent PCSP/POC. The transition/discharge can then have the final services listed in the Graduation/Transition Plan section.
 - C. **Invite to Complete** – Should *not* be used for the PCSP/POC assessment.



6. As you complete the assessment, be sure the **Time** column is highlighted, as this will let you know the assessment is in edit mode.

POC
Assessment:PCSP

Select filters: Collaboration Lifetime Data Source

Last updated: 8 minutes ago

Assessment Details	Time 1	Time 2
Status	Submitted	In Progress
Data Source	Communi...	Communi...
Days in Care	33	33
Time Period	Month 2	Month 2
Date	06/03/2024	06/03/2024
Individual Score	0.00	0.00

7. Complete the **PLAN TYPE** section.

- A. Is this a Wraparound Plan of Care?
- 1) If you are completing a **PCSP**, select **No**.
 - 2) If you are completing a **POC**, select **Yes**.
- B. Under **Type**, select one of the four options shown. There are four types of plans that build on each other.
- 1) When selecting **Initial Crisis Plan**, only the Crisis Plan section is required. This is used specifically in the first wraparound meeting with a family. You can save and print the Crisis Plan for the family.
 - 2) When selecting **Initial Plan**, if you selected **Copy Previous**, the system will copy the Initial Crisis Plan (if completed). You can then complete the Initial Plan without loss of the Crisis Plan.
 - 3) When selecting **Review/Update**, if you selected **Copy Previous**, the system will copy the most recent plan. You can then update the Review/Update as needed.
 - 4) When selecting **Transition/Discharge**, if you selected **Copy Previous**, the system will copy the most recent plan. The Transition/Discharge can then have the final services listed in the Graduation/Transition Plan.

PLAN TYPE 0.00 0%

Is this a Wraparound Plan of Care? **A**

POC

1(1) = Yes (0)

2(2) = No (0)

Type **B**

Type

1(1) = Initial Crisis Plan (0)

2(2) = Initial Plan (0)

3(3) = Review/Update (0)

4(4) = Transition/Discharge (0)

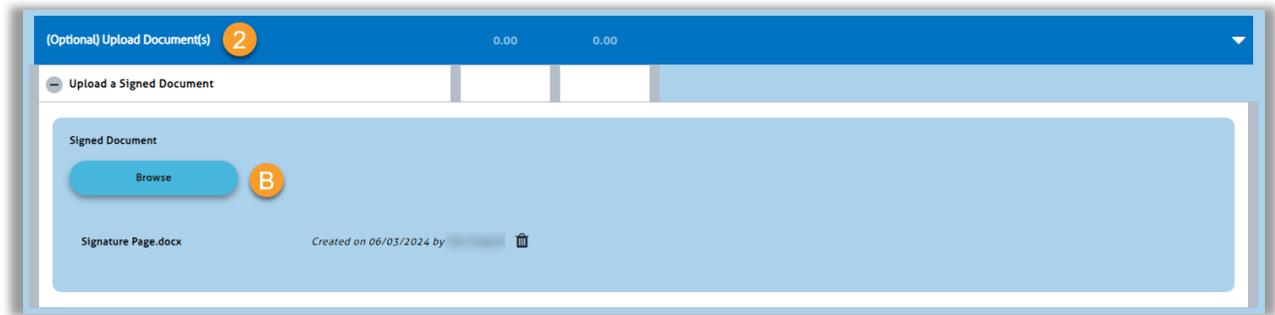
8. Complete the fields of the assessment as required and applicable.

Signatures – upload a signed document and sign and date the PCSP or POC

1. The Plan Coordinator needs to complete the **Signature** section indicating that participants have signed for acceptance and receipt of the plan.
 - A. **Care Coordinator Name** – Click the **(+)** to expand the question and type the appropriate name.
 - B. **Signature** – Click the **(+)** to expand the Signature field.
 - 1) The signature can be created using a tablet, touchpad or mouse.
 - 2) The signature is dated.
 - 3) To add the signature once input, click the **green** check.
 - 4) To redo the signature, click the **red** x.
 - C. **Date** – Type or use the calendar to select the appropriate date.
 - D. **All participants have signed for acceptance and receipt of the plan** – select **Yes (Y)** or **No (N)**.

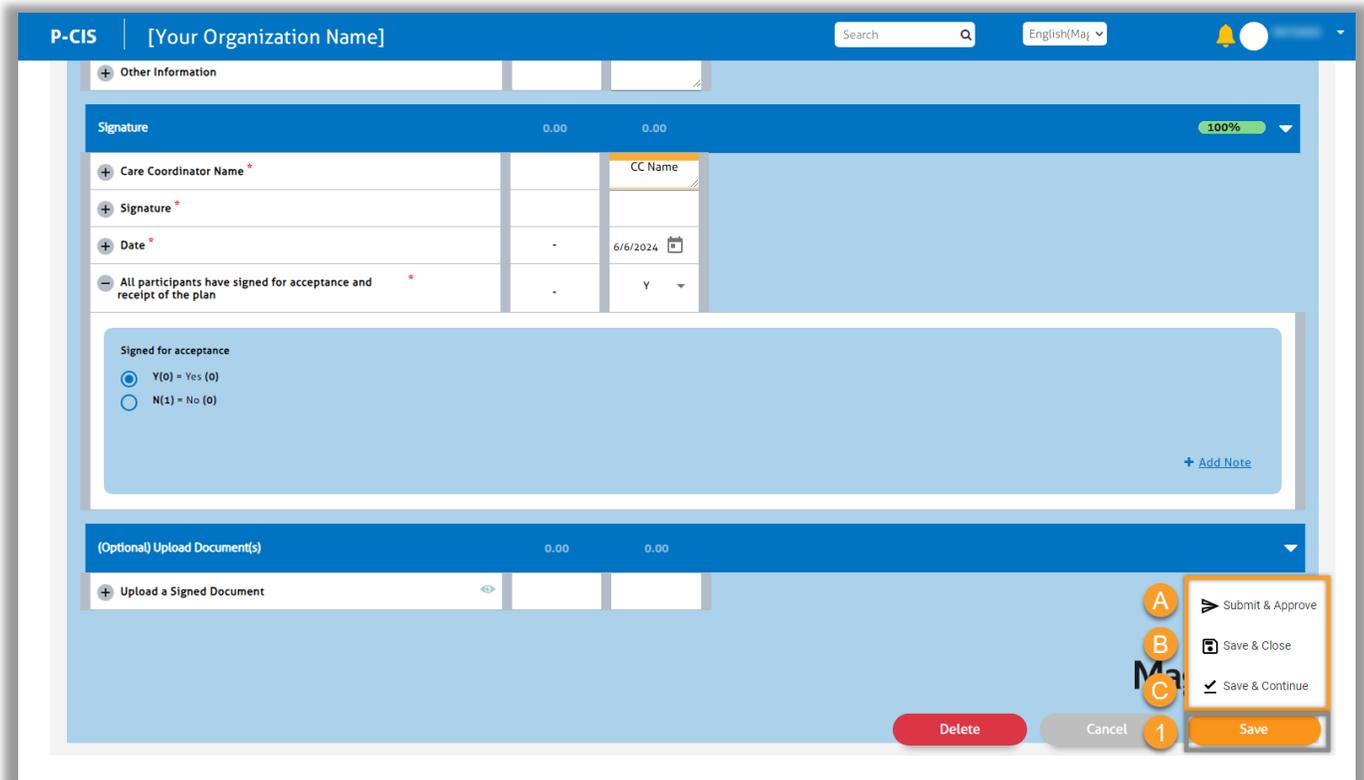
The screenshot shows a web form titled "Signature" with a progress indicator "1" in the top left corner. The form is divided into four main sections, each with a plus sign and a letter in a circle: A, B, C, and D. Section A is "Care Coordinator Name", section B is "Signature", section C is "Date", and section D is "All participants have signed for acceptance and receipt of the plan". The "Signature" section (B) is expanded, showing a large white box with the handwritten word "hello" in black ink. To the right of the signature box is a small box containing a green checkmark and a red X. Below the signature box is a blue button labeled "+ Add Note". The "Date" section (C) shows a date field with "2024-06-0..." and a calendar icon. The "All participants..." section (D) has a dropdown menu set to "Y". The form also includes a "75%" progress indicator in the top right corner and a "Care coord..." field with a URL "https://mag..." in the top left area.

2. The Plan Coordinator will have the CFT members sign acceptance of the plan and upload the CFT signature page at the **Upload a Signed Document** section.
 - A. Click the **(+)** to expand the question.
 - B. Click **Browse**.
 - C. Locate the signed signature document on your computer. The recommended file types are PDF and JPG.



Submit the PCSP/POC

1. When the PCSP/POC is done, click the **Save** button.
2. Choose the appropriate option for how you would like to proceed with the assessment.
 - A. **Submit & Approve** – Means you are submitting the assessment as **final**. You can no longer edit the PCSP/POC.
 - B. **Save & Close** – Will save your current progress but will close out the assessment. You can then come back to it if you need to and change/modify any assessment details/answers before submitting it as final.
 - C. **Save & Continue** – Will save your current progress and allow you to keep working on the assessment. You can always Save & Close and come back later as well. If you select this option, you can still modify any assessment information before submitting it as final.



What if I need more information on how to complete the PCSP or POC?

Contact Magellan of Idaho Provider Services at 1-855-202-0983 and ask to speak with a care manager for your program. If you have a clinical question, please email IBHPClinical@MagellanHealth.com.