

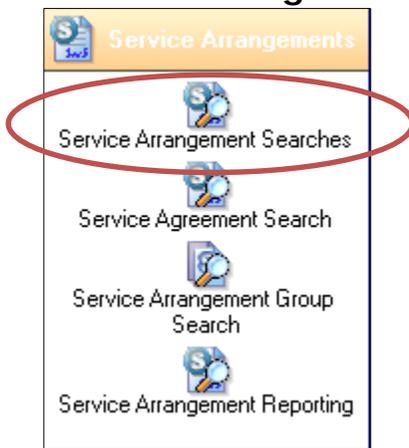
What is a SA? It Depends...Which One?

Service Arrangement, Service Agreement, MMIS Service Agreement...

Tomato, Tomãto, Tomáto...

This handout clarifies the difference between these three types of SA's found in SSIS. The terms are not interchangeable; they can and do affect each other. Information found on each item is similar and a client can have each item in a workgroup and case.

Service Arrangement (SSIS)



Service Arrangements define the terms of anticipated services including the type of services, the maximum services allowed for that Service Arrangement and the financial information for Payments. A Service Arrangement can be client specific with a specific vendor, or can be for a specific vendor and no specific client.

Most Service Arrangements are client specific. Generally, non-client specific Service Arrangements define the terms of a contract with a vendor. Depending on the terms, client information may or may not be required on Payments associated to a non-client specific Service Arrangement.

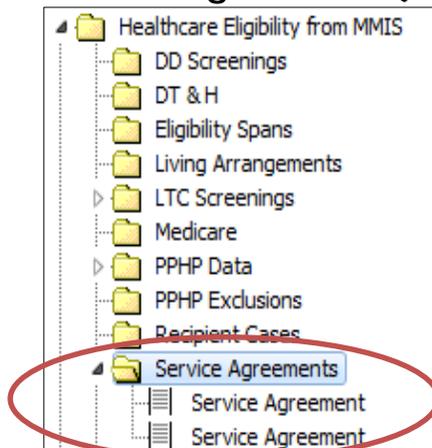
Before a client receives a service, an agency staff person arranges the details, such as locating a vendor, negotiating rates and determining the number of units required. The social worker creates a Service Arrangement to record these details. Once the Service Arrangement is approved it can be used as a template for Payments.

Service Agreement (SSIS)



SSIS Service Agreements represent a contract between a vendor and the agency for specific services. SSIS Service Agreements can include one or more Service Arrangements. SSIS Service Agreements are set up for a single client and/or a single vendor. An SSIS Service Agreement can be printed and used for signatures. Agreement language included on the SSIS Service Agreements helps to define the terms the vendor and the agency are agreeing to.

Service Agreement (MMIS)



MMIS Service Agreements are similar to Service Arrangements in SSIS. Find MMIS Service Agreements under the Client node in the Healthcare Eligibility from MMIS folder in SSIS. Healthcare Eligibility from MMIS interfaces with SSIS nightly. Review MMIS Service Agreements for Healthcare Claiming to verify authorized services before claims are submitted for possible reimbursement from MMIS.

The case manager must authorize waiver, Alternative Care, Essential Community Supports and all home care services, with some exceptions, prior to providing service. The case manager uses the MMIS Service Agreement to control the service costs by identifying the services provided for the client, the time period, number of units, the provider, and rates. SSIS matches claims submitted to MMIS against the Service Agreement information to determine if the claim is reimbursable.