



PROVIDER ALERT

Maryland State Department of Education Division of Rehabilitation Services (DORS)

Release of Information (ROI)

August 13, 2020

The DORS ROI form was revised during Maryland's Behavioral Health Administration (BHA) Administrative Services Organization (ASO) transition to Optum Maryland for the following purposes:

1. To allow DORS counselor's access to the individual's record in the Incedo portal.
2. To serve as consent from the individual, permitting the supported employment Provider to complete the DORS referral and application on the individual's behalf.

Effective January 1, 2020, supported employment Providers have been instructed to use the revised Optum Maryland DORS ROI, entitled *Request for Maryland Division of Rehabilitation Services and Authorization to Disclose Health Information* (<https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/forms.html>).

For any individual for whom supported employment pre-placement services are being requested, a signed and dated DORS ROI form must be uploaded into the Incedo Provider Portal (IPP) at the time of the authorization request.

Upon completion of the DORS application form in Incedo, the Provider must upload the scanned, signed and dated ROI document into the "Documents" section of the individual's file in the IPP. Once uploaded, a task will be created in the queue of the Optum Maryland team, who will manually review the ROI and grant access to the identified DORS counselor. Please note that the correct DORS counselor must be identified when completing the supported employment authorization request for access to be granted. This selection, combined with the attached signed and dated ROI, is required in order for the DORS counselor to gain access to critical case information necessary for DORS eligibility determination, verification of long-term funding, and priority case assignment. For those with an active, open DORS case, the Provider must solicit the individual's signature on the DORS ROI as soon as possible and upload the scanned, signed and dated ROI document into the IPP to facilitate the DORS counselor's access to the Incedo system for the purpose of ongoing case coordination. The ROI may be uploaded into the IPP outside of an authorization request.

Please note that the form contains multiple signature fields, and each must be signed AND dated by the individual being served for the ROI to be valid. The ROI is effective for one year and must be renewed each year for as long as the DORS case remains open. Upon expiration of the ROI, the Provider must obtain a newly signed and dated ROI and upload it into the IPP, if the need for DORS access remains.

Providers are required to complete each of the following fields:

- Individual/Member Name (includes first name AND last name),
- Member Identification Number (Optum ID) OR last four digits of the Member's Social Security Number
- Member Date of Birth
- Member Address
- Provider Agency Name
- Staff Contact Name
- Staff Contact E-mail Address
- Staff Contact Phone Number

If the DORS ROI that is uploaded into the system is not the correct version or is not fully completed, the Provider will be notified by Optum to make necessary corrections. After Optum notifies the Provider of the correction, the ROI must then be re-uploaded into the IPP. To avoid any delays in service, please double check the accuracy and completeness of the ROI prior to submission.

While the State of Emergency declared by Governor Hogan to deal with the threat of COVID-19, remains in effect, Providers should make a good faith effort to secure some form of signed consent. The following options are available:

1. Email or mail the ROI form to the individual for him or her to sign and return. If the individual does not have the ability to print the document, the individual can electronically sign the consent with a signature and their name and email it back. Using a program like DocuSign, allows the individual to sign electronically and return via email. You may also coordinate with a support person for whom the individual has an existing consent on file.
2. Provider staff can access a Google Voice account on their computer, to send text messages to an individual's smartphone. The individual may receive the consent form via text message and use an application, such as Adobe Fill and Sign, to sign the consent using their smartphone.
3. If the individual does not have email access or smartphone access to sign the form, a verbal consent may be accepted, after the Provider staff has read the form to the individual by phone. In this case, the Provider staff must write his/her name and phone number on the form when they indicate that the individual has consented over the phone. On the signature line, the Provider should write something to the effect that:

"Unable to obtain a signed consent at this time [identify reason]. Consent was read to [name] over the phone on [date] and verbal consent was given." As a best practice, a checkmark should be placed next to each paragraph of the consent as it is read to the individual. This should be followed up with an attempt to mail the written document for the individual to sign as soon as possible.

These provisions will expire immediately at the end of the declared public health State of Emergency.

Thank you,

Optum Maryland Team