



PACE Regulation Update

Service Determination Requests

What is a Service Determination Request?



A Service Determination Request, referred to as an SDR, is a request made by a Participant/Patient or his/her/their designated representative to:

- Initiate a new Participant service;
- Modify an existing service, including to increase, reduce, eliminate, or change a service;
- Continue coverage of a service that the PACE Organization is recommending be discontinued or reduced.

Who Can Initiate an SDR?



SDRs can be made of any employee or contracted provider of the PACE Organization who provides direct care to a participant regardless of status in the Interdisciplinary Team (IDT) such as:

- Personal Care Aides or Personal Assistants
- Community Based Physicians
- Behavioral Health Providers
- Audiologists
- Transportation Providers and Drivers
- SNF and Social Adult Day Care staff
- DME Providers

Submitting An SDR



CenterLight Healthcare accepts SDRs from providers:

- In writing by emailing PACESiteDirectors@centerlight.org
- By phone by calling 1-833-252-2737
- In person by notifying a staff member such as the PACE Clinical/Center Service Director (CSD) or Alternative Care Setting Director (ACSD) for that participant's site.

Once received, the IDT reviews the request to determine if it is appropriate for the Participant's plan of care.

Case Scenarios



During a PCP visit the participant mentions that her wheelchair is not working properly, and she needs a new one.

While attending his Social Day Care, a participant mentions how much he enjoys attending and tells the Program Director he would like to come three days instead of two.

- Are these examples of Service Delivery Requests?
 - Yes
- What are the next steps for the provider to take?
 - Provider should contact the CSD/ACSD of the PACE Center and advise them of the request.
- What happens next?
 - The full IDT meets at next morning report to discuss the appropriateness of the request. Member is notified of the outcome.

Case Scenarios Continued



While visiting her PACE Center, the Participant tells her PCP about a new medication that her brother is taking and asks if the medication would be appropriate for her, too.

- Is this an example of a Service Determination Request?
 - No
- Why is this not a Service Determination Request?
 - While the Participant asked about the appropriateness of the medication, she did not make an actual request the service.