WSC SAN SYSTEM QUESTIONS

1. What if a client needs to receive emergency waiver services and there is no time for a SAN?
   The WSC should contact the Region office immediately.

2. Do WSCs need to do the Cost Plan Adjustment Worksheet (CPAW) for a SAN?
   No, this information is part of the SAN system.

3. How do you make the items in the right column automatically populate in the SAN Service section?
   When you enter items on the left side, if you press the “Tab” key, fields on the right will automatically populate.

4. What are the options for sending supporting documentation?
   The best option is to attach the information directly into the SAN system. The Region office will retrieve those documents and save them in an alternate location during the SAN review process. For documents that cannot be attached, the WSC may send the information via encrypted email to the Regions and notate the date the items were sent in the SAN system.

5. How will I get the results of a SAN?
   The system will send an e-mail notification to the WSC when a SAN review is complete. If a SAN status shows as “completed” in the system, the Region will provide the WSC with a copy of the Notice of Approval for Significant Additional Needs Request or the Notice of Denial of Significant Additional Needs Request. The WSC can go over the notices with their consumers and also update the service authorizations in accordance with normal protocol.

6. Can a WSC use this system for AIM reviews?
   Not at this time. The system is only to be used to request increases to budgets for individuals with final iBudget allocations.