ASSET New Client Timeline
<mark>Updated: 2/5/2024</mark>

- A new client will be sent to you via email from admin with a deadline to schedule the initial CNA
- Once the initial CNA is scheduled with the family/caregiver(s), email the staffing coordinator, compliance coordinator and authorizations specialist, to let them know the scheduled date and ask them to add billing codes
- Once initial CNA is completed, you have 30 <u>calendar days</u> to complete the pISP, initial skills assessment and initial SAR
  - The start date of the authorization range in the initial SAR must be within 30 calendar days of the initial CNA date
  - Send the authorizations specialist and compliance coordinator the file ID's for the initial CNA, Skills Assessment, pISP, and SAR to fax to the client's MCO
- Once the client is open with the MCO, then schedule initial paperwork meeting with families/caregivers
  - **DO NOT** complete any billable activities (i.e. treatment planning, parent meetings/training, direct sessions, etc.) until the client is open with the MCO
  - <u>Center supervisors</u>: check with the transportation director to coordinate transportation for the client if the family/caregiver wants transportation services before letting them know when the client can start at the center
- Follow the Compliance software for due dates