

Informational Webinar for Hospitals on the Family Support Program Frequently Asked Questions (FAQs)

Are FSP coordinators located in CMHC's as ICG's were?

FSP coordinators are located within the Designated Service Area SASS Provider agency. To find out who this provider is, a family may reach out to HFS via email HFS.FSP.Parent@illinois.gov or phone at 217-557-1000.

Does the FSP coordinator assist with the application? How does the family connect with the FSP coordinator?

A family may either complete the FSP application on their own or with the assistance of the FSP Coordinator at their local SASS agency. To determine the appropriate agency for assistance, the family may contact the Department via email HFS.FSP.Parent@illinois.gov or by phone at 217-557-1000.

How does reimbursement work for FSP community services work?

Family Support Services require prior authorization by the Department. Once authorized, a provider may submit for reimbursement directly to the Department at the service and billing frequency indicated on the prior authorization request. FSP youth are also able to access the full services array as detailed on the [Community-Based Behavioral Services Handbook](#). These services are billed directly to the Department.

How is this different from the old term ICG?

ICG, or the Individual Care Grant, is the previous name for the Family Support Program. The name of ICG and the requirements of the program were updated in May of 2018 with the promulgation of 89 Ill. Admin. Code 139, more commonly referred to as Rule 139. With Rule 139, HFS updated the program to provide family support services designed to strengthen family stability and promote care in the community. The program provides a coordinated system of community-based and Residential Treatment Services based on the needs of the youth and their families.

How long does it take for a family to find an RTC bed and what assistance should the FSP coordinator provide?

Residential Treatment Services require prior authorization and review of medical necessity by the Department's designated QIO/PRO. The FSP Coordinator is responsible for requesting the prior authorization for Residential Treatment Services, and for finding a Residential Treatment Facility.

Availability of Residential Treatment Services is not guaranteed. The time it takes to find a bed at a Residential Treatment Facility varies based on the availability of providers willing to meet the specific clinical needs of the FSP youth and the provider's bed capacity.

How long does it take for a member, to receive services, after criteria is met, i.e. residential etc.?

Once a youth is determined eligible for FSP, they may begin receiving community services immediately. The FSP coordinator may also submit for prior authorizations for Family Support Services if appropriate.

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The FSP coordinator may submit a prior authorization for Residential Treatment Services to the Department's QIO/PRO once a youth is determined eligible for FSP. The Department's QIO/PRO has 30 days to determine clinical appropriateness for Residential Treatment Services. If determined medically necessary, the FSP Coordinator and youth's parent/guardian may begin seeking Residential Treatment once they receive the determination. Availability of Residential Treatment Services is not guaranteed.

If member is denied, can they appeal?

The appeal process, as outlined in 89 Ill. Admin. Code 139.600, provides that individuals or their authorized representative may appeal any action or failure to take action on FSP applications or requests for services. This also includes any action by the Department to reduce, change, suspend, or terminate a service or FSP program eligibility.

Is there a list of in network facilities?

The parent/guardian of FSP youth may reach out to their FSP coordinator to identify the appropriate in-network Residential Treatment Facility.

The SFSP Coordinator sits within the SASS agency, but the FSP Coordinator does not?

Both the SFSP coordinator and FSP coordinator are housed within the local SASS agency.

Will family have a point of contact during time of approval?

The family's dedicated point of contact during the FSP application process is their local FSP Coordinator. If the family requires assistance in identifying their local SASS Agency and FSP coordinator, they may contact the Department via email HFS.FSP.Parent@illinois.gov or by phone at 217-557-1000.