Related Service Authorization (RSA) Process

Contents

Changing the Mandate Assignment Status to Awaiting RSA ................................................................. 1
Issuing the Related Service Individual Authorization (RSA) Package .................................................. 2
Faxing the RSA Forms into SESIS ......................................................................................................... 8
Making a Decision on the RSA (An Overview) ..................................................................................... 11
  Approving the RSA .............................................................................................................................. 13
  Disapproving the RSA .......................................................................................................................... 16
  Revoking the RSA ............................................................................................................................... 20

Introduction

This training guide provides step-by-step instructions on the Related Service Authorization (RSA) process, which includes:

- Changing the assignment status of the student mandate to Awaiting RSA
- Issuing the Related Service Individual Authorization (RSA) package
- Deciding to approve, disapprove, or revoke the RSA.

Note: The RSA package also includes the TRV-1 Form: Parent/Guardian Transportation Reimbursement Voucher for Special Education Services. This is to be completed (when applicable) by the child’s parent/guardian and independent provider; and returned to the address indicated on the form.

Changing the Mandate Assignment Status to Awaiting RSA

1. In Provider Assignment, place a checkmark on the mandate row(s) on the mandate grid.
2. From the Select Assignment Status Here dropdown menu, select Awaiting RSA.
3. Click Change Assignment Status.
4. Click OK to confirm.

Note: A green banner appears at the top of page to confirm the mandate has been updated. The mandate will now appear on the Awaiting RSA sub-tab.

Issuing the Related Service Individual Authorization (RSA) Package

Note: Mandates from the current IEP will be identifiable on the PA grid with icon (C). Mandates from the previous IEP will be identifiable on the PA grid with icon (P). Be sure to select the appropriate mandate row for accuracy.

Follow the steps below to issue a RSA:
- RSA-1 Form: Related Service Individual Authorization
- RSA-2 Form: Parent/Guardian and Individual Provider/Agency Service Agreement
- TRV-1 Form: Parent/Guardian Transportation Reimbursement Voucher for Special Education Services
- Mail To

1. In Provider Assignment, navigate to the Awaiting RSA sub-tab.

2. Place a checkmark on the mandate row[s] on the grid.

3. Click Issue RSA. The SESIS User Contact Look-up window will open.

Note: The assignment status must be Awaiting RSA.
4. Place a checkmark next to the DOE contact in the list or search for the DOE staff contact by entering their social security number, last name or first name.

**Note:** When using the staff lookup feature, click search before clicking on select.

5. Click **Select**.

6. Click **Confirm** to create the RSA package.

**Note:** A message appears in the top section of the page indicating *Documents successfully created.*

7. Click on the **Document** icon to access the RSA forms.

**Note:** The assignment status changes to *RSA Created.*

8. Click on the blue link to access the RSA Package.
9. The RSA-1 Form: Related Service Individual Authorization opens. Make any updates to the form, then click Save.

**Note:** A message appears in the top section of the page indicating the form was saved.

10. Click **Finalize**.

11. Click **OK** to confirm the change of status.
Note: A status message displays confirming the document was set to final.

12. From the Document Packages form, click the RSA-2 Form: Parent/Guardian and Individual Provider/Agency Service Agreement subtab.

13. Select where the services are expected to be provided and complete any edits to the RSA-2 form.

14. Click Save.

Note: A message appears in the top section of the page indicating the form was saved.
15. Click **Finalize**.

16. Click **OK** to confirm the status change.

![Confirmation dialog box showing OK button]

**Note:** A message displays confirming the document was set to final.

**Document status set to final.**

17. From the Document Packages form, click the **Mail To** subtab.

18. Enter/verify the mailing address.

19. Click **Save**.

![Mail To subtab with mailing address fields]

**Note:** A message appears in the top section of the page indicating the form was saved.

**Saved Successfully!!**

20. Click **Print** to mail the RSA-1, RSA-2, TRV-1 forms to the parent.

**Note:** The TRV-1 Form is the Parent/Guardian Transportation Reimbursement Voucher for Special Education Services. This is to be completed (when applicable) by the parent/guardian and independent provider; and returned to the address indicated on the form.
21. Check the boxes to print the following forms: RSA-1 Form: Related Service Individual Authorization, RSA-2 Form: Parent/Guardian and Individual Provider/Agency Service Agreement, TRV-1 Form, Mail To.

22. Click OK to print selected forms.

23. Click **Return to Document List**.

![Print Selected Forms](image)

**Note:** If a confirmation error is shown, click OK to continue.

![Confirmation](image)

24. Click X to close the Document Packages window and return to the PA grid.

![Document Packages](image)

After all three of the initial RSA documents (RSA-1, RSA-2, TRV-1, and Mail To) are finalized, the Inbox icon displays beside the student mandate row. This Inbox icon indicates the row is awaiting the receipt of the RSA-2 form from the parent.

**Note:** The Assignment Status for the mandate changes to RSA Issued / Awaiting Independent Provider.
**Note:** When *Attending DBNs* change for a student with an RSA already created and fully assigned (not split), a new RSA package will be automatically generated in DRAFT mode after the provider fully confirms, unless they reject the assignment. If confirmed, the assignment status will change to RSA Created. If the Provider rejects the assignment, the mandate assignment changes back to Awaiting RSA.

**Faxing the RSA Forms into SESIS**

Follow the steps to fax the following RSA-2 forms into SESIS when the:
- RSA-2 form is received from the parent/guardian
- RSA is approved, fax the RSA-2 Individual Provider Approval letter
- RSA is disapproved, fax the RSA Correction Cover Letter
- RSA is revoked, fax the RSA to Parent/Guardian Withdrawing the RSA.

1. Navigate to the student’s documents in SESIS and click the **Create New Document** dropdown menu.
2. From the Create New Document dropdown, select **Documents Related to Provider Assignment**.
3. Click **Go**.
4. Enter a **Label/Comment** for the document.
5. Click **New**.
6. Click **Print**.
7. Select **Fax Coversheet**.

![Fax Coversheet Image]

8. From the **Category** dropdown menu select, **Documents Related to Provider Assignment**.
9. From the **Form** dropdown menu, select **RSA**.
10. Enter **Date Received**.
11. Select **Service Type**.
12. Click **Print**.

![Print Coversheet Image]

13. Fax or scan in the form using the fax cover sheet you printed. Upon verification that the document is attached in SESIS, click **Set Document**.
14. Click **Status from Draft to Final** to change the status of the document.

15. Click **Accept**.

16. Click **OK** to confirm the status change.

**Note:** A status change message displays confirming the document was set to final.
Making a Decision on the RSA (An Overview)

Follow the step-by-step instructions to make a decision on the RSA package.

1. In Provider Assignment navigate to the Awaiting RSA sub-tab.

2. Search for the student’s mandate and click the **Inbox** icon to open the RSA Approve/Disapprove popup window.

   **Note:** The assignment status for the student mandate is RSA Issued/Awaiting Independent Provider.

3. Enter the **Independent Provider’s 9-digit SSN** from the RSA-2 form. The provider lookup may be used to retrieve the Independent Provider’s social security number.

4. Click on the **Retrieve** button to retrieve the Independent Provider.

   **Note:** Upon clicking **Retrieve**, one of the following outcomes occurs:
   
   - If the Provider is not found, the Provider Name area will contain: **Provider Not Found**
   - If the Provider is not authorized, the Provider Name area will contain: **Provider Name (Not Authorized Provider)**
   - If the Provider is found and authorized, the Provider Name area will contain: **Provider Name (Authorized)**

5. Enter the **Independent Agency’s 9-digit Tax ID**, when applicable.

6. Enter **Provider Authorization Date** field.

7. Change the **Portion of Frequency**, when applicable.

8. Select the **Location** where the service will take place.
Note: For guidance on approving, disapproving, or revoking the RSA, continue reading this guide.
Approving the RSA

Upon approval of the RSA package, navigate to the student’s documents in SESIS to fax the RSA-2 Individual Provider Approval Letter into SESIS. Refer to the Faxing the RSA Forms into SESIS section in this training guide for step-by-step guidance. Print and mail the RSA-2 Individual Provider Approval Letter to the independent provider.

When a mandate is approved:

- The assignment status of the mandate changes to Awaiting First Attend
- For most cases, the student is added to the Independent Provider’s caseload in SESIS overnight
  - For cases when the student is not automatically added to the Independent Provider’s caseload in SESIS, contact an authorized DOE representative to request to have the student manually added to the Independent Provider’s caseload
- The selected frequency will be reflected on the mandate row
  - If the mandate frequency is not for the full mandate, the system will automatically split the mandate and add a new mandate row for the remaining frequency with an Assignment Status of Awaiting RSA
- The RSA-2 Individual Provider Approval Letter is added to the RSA Document Manager/Package

1. In Provider Assignment, navigate to the Awaiting RSA sub-tab.
2. Place a checkmark on the mandate row(s) on the grid.
3. Click the Inbox icon.

![Diagram](image)

**Note:** Refer to the Making a Decision on the RSA (An Overview) section in this training guide for steps to complete the Approve/Disapprove RSA Independent Provider form.

4. Click Approve.
5. Click **OK** to continue with the approval process.

![OK button](image)

**Note:** Upon approval, a green informational banner box displays at the top of the page. Follow the prompts. Refer to the [Faxing the RSA Forms into SESIS](#) section in this training guide for step-by-step guidance to fax the **RSA-2 Individual Provider Approval Letter** into SESIS.

![Banner box](image)

**Note:** If viewing a student’s mandate row through a search, changing the assignment status may cause the student to no longer appear in your selected view. To relocate the mandate row, modify search criteria to reflect an assignment status of **Awaiting First Attend**.

6. Place a checkmark on the mandate row(s) on the grid.

7. Click the **Document** icon.

**Note:** The assignment status is changed to **Awaiting First Attend**.

![Document icon](image)

8. Click on the blue link to access the **RSA-2 Individual Provider Approval letter**.

![Document Packages form](image)

9. From the **Document Packages** form, click the **RSA-2 Form Individual Provider Approval Letter** tab to open the document.
10. Make edits to the form, then click **Save**.

![Image of Save, Finalize, and Print buttons]

**Note:** A message will appear in the top section of the page indicating the form was saved.

![Image of Saved Successfully message]

11. Click **Finalize**.
12. Click **OK** to confirm the status change.

**Note:** A message will appear in the top section of the page indicating the document was set to final.

![Image of Document status set to final message]

13. Print and mail the **RSA-2 Form Individual Provider Approval Letter** to the independent provider.

**Note:** Refer to the **Faxing the RSA Forms into SESIS** section in this training guide for step-by-step guidance to fax the **RSA-2 Individual Provider Approval Letter** into SESIS.

14. Click **Return to Document List**.

15. Click **X** to close the **Document Packages** window to return to the PA grid.

![Image of Document Packages for ED (661-100-901) with finalization dates]

---

**RSA Process**

January 2020

Page 15 of 23
Disapproving the RSA

An RSA package may be disapproved for several reasons; for example, the RSA is missing information on the form. Best practice: Reach out to the Independent Provider to obtain the additional information instead of disapproving the RSA. Refer to the Faxing the RSA Forms into SESIS section in this training guide for step-by-step guidance to fax the RSA Correction Cover Letter into SESIS. Print and mail the RSA Correction Cover Letter to the parent.

When a mandate is disapproved:

- The assignment status of the mandate changes to RSA Provider Disapproved (USER)
  - The system creates a new mandate row in the Awaiting RSA tab with an assignment status of Awaiting RSA directly below the disapproved mandate row
- The RSA Correction Cover Letter is added to the RSA Document Manager/Package

1. In Provider Assignment, navigate to the Awaiting RSA sub-tab.
2. Place a checkmark on the mandate row(s) on the grid.
3. Click the Inbox icon.

![Image of Provider Assignment interface]

Note: Refer to the Making a Decision on the RSA (An Overview) section in this training guide for steps to complete the Approve/Disapprove RSA Independent Provider form.

4. Click Disapprove.

![Image of Disapprove button]

5. Click OK to select a reason.

![Image of OK button]
6. Select **Reason For Disapproval** from the drop-down menu.

7. Click **Disapprove**.

8. Click **OK** to disapprove the RSA.

**Note:** Upon disapproval, the assignment status is changed to **RSA Provider Disapproved (USER)**. A duplicate mandate with an **Awaiting RSA** status displays below the revoked mandate. A green informational banner box displays at the top of the page. Follow the prompts. Refer to the [Faxing the RSA Forms into SESIS](#) section in this training guide for step-by-step guidance to fax the RSA Correction Cover Letter into SESIS.

**Note:** If viewing a student’s mandate row through a search, changing the assignment status may cause the student to no longer appear in your selected view. To relocate the mandate row, modify search criteria to reflect an assignment status of **RSA Provider Disapproved (USER)**.
9. From the Provider Assignment grid, locate the student mandate and place a checkmark on the mandate row(s) on the grid.

10. Click the **Document** icon.

![Image of the Provider Assignment grid with a checkmark on the mandate row(s)]

11. Click on the blue link to access the RSA Package.

![Image of the Document Packages form with the RSA Correction Cover Letter tab highlighted]

12. From the Document Packages form, click the **RSA Correction Cover Letter** tab to open the document.

13. Select the reason(s) for returning the RSA-2 form, if not pre-checked.

14. Click **Save**.

![Image of the RSA Correction Cover Letter form with options to select reasons for returning]

**Note:** A message will appear in the top section of the page indicating the form was saved.

![Saved Successfully!! message]

---

**RSA Process**

January 2020

Page 18 of 23
15. Click **Finalize**.

16. Click **OK** to confirm the status change.

   ![Confirmation](image)

   **Note:** A message displays confirming the document was set to final.

   ![Document status set to final.](image)

17. **Print** and **mail** the RSA-2 Correction Cover Letter along with the RSA-2 form that the parent returned.

   **Note:** Refer to the [Faxing the RSA Forms into SESIS](#) guidance to fax the RSA Correction Cover Letter into SESIS.

18. Click **Return to Document List**.

19. Click **X** to close the Document Packages window to return to the PA grid.

   ![Document Packages for E D (616-018-203)](image)
Revoking the RSA

An RSA may be revoked for many reasons, for example, a DOE provider is now available to provide the service. Refer to the Faxing the RSA Forms into SESIS section in this training guide for step-by-step guidance for faxing the Letter to Parent/Guardian Withdrawing the RSA form into SESIS. Print and mail the Letter to Parent/Guardian Withdrawing the RSA to the parent.

When a mandate is revoked

- The assignment status of the mandate changes to RSA Revoked
  - The system creates a new mandate row in the Awaiting RSA tab with an assignment status of Awaiting RSA directly below the revoked mandate row
- The Letter to Parent/Guardian Withdrawing the RSA is added to the RSA Document Manager

1. In Provider Assignment, navigate to the Awaiting RSA sub-tab.
2. Place a checkmark on the mandate row(s) on the grid.
3. Click the Inbox icon.

![Image of Provider Assignment interface]

**Note:** Refer to the Making a Decision on the RSA (An Overview) section in this training guide for steps to complete the Approve/Disapprove RSA Independent Provider form.

4. Click Revoke.

![Image of Revoke button]

5. Click OK to select a reason.
6. Select a **Reason For Revocation** from the drop down menu.

7. Click **Revoke**.

8. Click **OK** to revoke the RSA.

**Note:** Upon revocation, a green informational banner box displays at the top of the page. Follow the prompts. Refer to the *Faxing the RSA Forms into SESIS* section in this training guide for step-by-step guidance to fax the *Letter to Parent/Guardian Withdrawing the RSA* into SESIS.
9. From the Provider Assignment grid, locate the student mandate and place a checkmark on the mandate row(s) on the grid.

**Note:** The assignment status is changed to RSA Revoked. A duplicate mandate with an Awaiting RSA status displays below the revoked mandate.

10. Click the **Document** icon.

11. Click on the blue link to access the RSA Package.

12. From the Document Packages form, click the **Letter to Parent/Guardian Withdrawing the RSA** tab to open the document.

13. Enter the service start date and make additional edits as appropriate.

14. Click **Save**.

**Note:** A message will appear in the top section of the page indicating the form was saved.

15. Click **Finalize**.

16. Click **OK** to confirm the status change.

**Note:** A message displays confirming the document was set to final.

17. Print and mail the RSA-2 Correction Cover Letter along with the RSA-2 form that the parent returned.

**Note:** Refer to the [Faxing the RSA Forms into SESIS](#) guidance to fax the Letter to Parent/Guardian Withdrawing the RSA into SESIS.

18. Click **Return to Document List**.
19. Click X to close the Document Packages window to return to the PA grid.