Related Service Authorization (RSA) Process

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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.

![Confirm RSA Assignment Status]

**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.

![Mandate(s) were updated]

### 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.

![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**.

![Screenshot of SESIS User Contact Look-up](image)

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

![Screenshot of Issue RSA Confirmation](image)

**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**.

![Screenshot of Document Packages for E D](image)

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.
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.

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

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

18. Enter/verify the mailing address.

19. Click **Save**.

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

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**.

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

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

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 the Letter 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.

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.

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.

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.

![RSA Process Approval Dialog Box](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.

![RSA Approval Message](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**.

![Mandate Row Selection](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**.

![Save, Finalize, Print buttons](image)

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

![Saved Successfully!!](image)

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.

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

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**.

![Confirmation dialog box](image)

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

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 showing Provider Assignment process]

**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.

![Disapprove button]

5. Click OK to select a reason.
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.

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

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**.

**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 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.
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.

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.

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.

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**RSA case successfully Revoked.**

At this time you should:

- Visit the student’s main Documents page in SESIS and print the RSA-2 Fax Cover Sheet. Fax the RSA-2 document into SESIS.
- Visit the student’s Provider Assignment Documents page to view, edit, save, finalize, and print the **Letter to Parent/Guardian Withdrawing the RSA**. Mail it to the Parent/Guardian.
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.