



New Times Available:

Scheduled One-On-One Incident Management Virtual Office Hours (VOH)

Adult Autism Waiver (AAW) and Adult Community Autism Program (ACAP) providers are invited to sign up for a scheduled one-on-one VOH session to discuss incident management topics with BSASP.

Providers may sign up for one 30-minute session and multiple staff from the provider may join at the provider's discretion.

Topics for discussion may include: provider-specific IM issues or concerns; EIM reports; general questions about certified investigations; brainstorm ideas of how to improve "performance" related IM tasks; review of provider IM data and compliance; discussion of provider trends; etc.

The inaugural individualized IM VOH sessions in September were a success. Due to the positive feedback, we will be offering additional **30-minute sessions on a first-come, first-served basis.**

Friday, November 6th

First scheduled session begins at 8:30 am

Tuesday, November 17th

First scheduled session begins at 1:00 pm

To Register, please go to: <https://www.questionpro.com/t/AJrvGZiPzD>

Be sure to complete all required information to reserve a time slot.

Please contact the Provider Support Mailbox at ra-basprovidersupport@pa.gov with questions.

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