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 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 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.

   ![Change Assignment Status](image)

Note: A green banner appears at the top of the 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 an icon (C). Mandates from the previous IEP will be identifiable on the PA grid with an icon (P). Be sure to select the appropriate mandate row for accuracy.
Follow the steps below to issue an RSA package which includes the following forms:

- 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, click to navigate to the **Awaiting RSA** sub-tab.

2. Place a **checkmark** on the 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. Select 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 **Select**.

5. Click **Select**.
**Important:** An option to select the new MG RSA-1 document will populate on the confirmation screen when issuing RSAs. Select MG RSA-1 only if you are related service transmittal staff arranging services for students attending Bronx schools from D7-12, D75, and D79. This document is updated with guidance for those parents on how and who to contact for additional assistance.

![RSA Confirmation Screen](image)

**Note:** If the student’s Admin DBN represents a DOE-managed school in the Bronx, excluding Home and Hospital Instruction, the MG RSA-1 document will be automatically selected. The message below will appear on the screen if you change the selection to RSA-1:

![RSA Confirmation Screen](image)

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

![RSA Confirmation Screen](image)

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

![Message](image)

**Note:** The following steps will show you how to complete one RSA at a time. For batch processing, please follow the steps under the **Batch RSA Process** section of this guide.
7. Click the **Document** icon to access the RSA forms.

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

8. Click the blue **RSA Package** link to access the **RSA Package**.

**Note:** The appropriate form will be generated based on the user's selection. For example, the **MG RSA-1 (Bronx Only)** letter will generate instead of the **RSA-1** if it was selected for students in a Bronx location.

The MG RSA-1 will display the following additional information:
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.

**Saved Successfully!!**

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.

![RSA-2 Form: Parent/Guardian and Individual Provider/Agency Service Agreement](image)

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

14. Click **Save**.

![RSA-2 Form: Parent/Guardian and Individual Provider/Agency Service Agreement](image)

**Note:** A status 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.

![Image of confirmation dialog box](image)

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

![Document status set to final](image)

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

![Image of Document Packages form with Mail To tab highlighted](image)

18. Enter/Verify the mailing address.

19. Click **Save**.

![Image of mailing address form](image)

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

![Saved Successfully!!](image)
20. Click **Print** to mail the RSA-1, RSA-2, and 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, and **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 initial RSA documents (**RSA-1** or **MG 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.

![Assignment Status Example](image)

**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 or Scanning the RSA Forms into SESIS**

Follow the steps to fax or scan the following RSA-2 forms into SESIS when the:

- RSA-2 form is received from the parent/guardian
- RSA is approved, fax or scan the RSA-2 Individual Provider Approval letter
- RSA is disapproved, fax or scan the RSA Correction Cover Letter
- RSA is revoked, fax or scan 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 (Optional) and then click **New**.
5. Click **Print**.

6. Select **Fax Coversheet**.

7. From the Category dropdown menu, select **Documents Related to Provider Assignment**.

8. From the Form dropdown menu, select **RSA**.

9. Enter **Date Received**.

10. Select **Service Type**.

11. Click **Print**.
12. 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**.

13. Click **Status from Draft to Final** to change the status of the document.

14. Click **Accept**.

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

**Note:** A status change message confirms the document was set to final.
Making a Decision on the RSA

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. Alternatively, use the provider lookup 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 the **Provider Authorization Date** field.

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

8. Select the **Location** where the service will take place.

   **Note:** Image for steps above on next page.
Approving 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
- In 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 mandated frequency is not for the full mandate, the system will automatically split the mandate and add a new assignment row for the remaining frequency with an Assignment Status of Awaiting RSA

Note: For guidance on approving, disapproving, or revoking the RSA, continue reading this guide.
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 row(s) on the grid.
3. Click the **Inbox** icon.

![Image of Provider Assignment screen]

**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**.

![Image of Provider Approval screen]

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

**Note:** Upon approval, a green informational banner is displayed at the page’s top. 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.

**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**.

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

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 if applicable, then click **Save**.

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

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.
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 or Scanning the RSA Forms into SESIS section in this training guide for step-by-step guidance to fax or scan 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)
  - A new assignment row in Awaiting RSA status is generated so that a subsequent assignment can be made
- 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 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.
6. Select **Reason For Disapproval** from the dropdown menu.

![Image of dropdown menu with options]

7. Click **Disapprove**.

![Image of buttons: Cancel, Revoke, Disapprove, Approve]

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

![Image of dialog box: RSA/SETSS case will be disapproved, press OK to confirm]

**Note:** Upon disapproval, the assignment status is changed to RSA Provider Disapproved (USER). A new assignment row in Awaiting RSA status is generated so that a subsequent assignment can be made. A green informational banner box is displayed 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.

![Image of message box: RSA case successfully Disapproved.]

**Note:** If viewing a student’s assignment row through a search, changing the assignment status may cause the student to no longer appear in your selected view. To relocate the assignment 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 assignment row(s) on the grid.

10. Click the **Document** icon.

11. Click on the **blue RSA Package 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.

```
Confirmation
Change status of the document to final?

Cancel OK
```

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

```
Document status 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 or Scanning 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
• A new assignment row in Awaiting RSA status is generated so that a subsequent assignment can be made
• 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 row(s) on the grid.
3. Click the **Inbox** icon.

![Image of Provider Assignment interface]

**Note:** Refer to theMaking 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 option]

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

   ![Reason For Revocation](image)

   6. Select a Reason For Revocation from the drop down menu.

7. Click **Revoke**.

   ![Revoke](image)

   7. Click Revoke.

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

   ![OK](image)

   8. Click OK to revoke the RSA.

   **Note:** Upon revocation, a green informational banner is displayed at the page's top. 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 row(s) on the grid.

   **Note:** The assignment status is changed to **RSA Revoked**. A new assignment row in **Awaiting RSA** status is generated so that a subsequent assignment can be made.
10. Click the **Document** icon.

11. Click on the **blue RSA Package 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**.

**Note:** Image for steps above on next page.

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

Batch RSA Process

The ability to save, print, finalize, approve, disapprove, or revoke multiple RSA packages in one single batch process is also available for assignment rows.

**Note:** Selected batch must contain assignment rows with the same assignment status. Attempting to batch process RSAs in different statuses will result in the pop-up message below.
1. Place a **checkmark** on the assignment rows on the grid.

**Note:** You have a limit of fifty (50) rows to choose from at a time.

2. Click **Batch RSA**.

   ![Batch RSA screenshot]

   **Note:** The **Batch RSAs - RSA Created** window will open. Since the selected rows are still in draft package mode, the ability to update the DOE contact information and indicate the location of the service is available at the top of the screen.

3. Click **DOE Contact** to edit the **DOE contact person** on the RSA forms.

   ![DOE Contact screenshot]
4. Select **Service to Be Provided At**: from the dropdown menu.

5. Click **APPLY ALL** button to apply the changes to all rows in the selection.

![Dropdown Menu](Image)

**Note:** Always use **APPLY ALL** before making any changes to the outliers in the selected group; if changes are made to the outliers before using **APPLY ALL**, the changes will be overridden by the **APPLY ALL** function and therefore lost.

6. Additionally, any one of the rows in the selection can be updated differently than the rest by clicking the + accordion feature beside the desired row.

![Accordion Feature](Image)

**Note:** To facilitate the ability to review details of RSA cases being processed in batch, click the accordion button in the upper-left hand corner of the window.

**Collapsed:**

![Collapsed](Image)

**Expanded:**

![Expanded](Image)
Note: Rows in assignment status of RSA Issued/ Awaiting Independent Provider have the fields below available to edit through batch processing:

- Provider Authorization Date
- Portion of Frequency
- Service to Be Provided At

Note: The file download process varies depending on the browser. For example, when using a Chrome browser, you will be prompted to **Allow** or **Block** the downloading of multiple files.

Note: When using a Chrome browser, check your system tray for the downloaded file(s). Click **Show all** to display files.

**Save, Print, Finalize Batch Process**

7. At the bottom of the window, you can save RSAs as a draft, final, or print.
8. When printing the RSAs, you have the option to print the RSA packages as One combined PDF or Separate PDFs.

9. **Check the appropriate box** for each form to print.

10. Click **OK** or **CANCEL** as necessary.

If the PDFs are printed separately, each file name will include the Student ID and the translated language (if the Parent Preferred Written Language is one of the nine covered DOE languages). A complete English copy of the form(s) will be generated, directly followed by a complete translation in the same file.

The file name will indicate English if the Parent Preferred Written Language is another language (other than the nine covered DOE languages). If available, the English language copies will contain a foreign language banner in the heading, advising the recipient to seek assistance from their language community if needed.

If the Parent Preferred Written Language is English, the file name will indicate English, and only an English-language copy is included.
Note: If the PDFs are printed as one combined file, the file name will indicate the number of students included in the combined PDF and the date and time generated. In this example, the number 35 represents 35 students, not 35 RSAs. If there are students with multiple RSAs in this selection (perhaps totaling 39 RSAs overall), the number remains at 35, representing 35 unique students in the PDF.

Approve Batch Process

1. Place a checkmark on the assignment rows on the grid.

2. Click Batch RSA. The Batch RSAs - RSA Issued / Awaiting Independent Provider window will open.

3. To approve, click the Magnifying Glass to search for a provider or enter the social security number for the provider and click Retrieve. Enter the Independent Agency Tax ID as appropriate.

4. Select the Provider Authorization Date.

5. Select the Service to Be Provided At.

6. Check the Assign Full Frequency of the Assignment Row box as appropriate.

Note: If Assign Full Frequency is checked and APPLY ALL is used, all cases in the selection will be approved for the full frequency of the respective mandates. If a user needs to indicate only a portion of the frequency on any specific row(s) in the group for approval, this checkbox must be unchecked.

7. Click Apply All.
8. Click **Approve**. (You can print after the approval action.)

Note: A guided message displays to confirm your action and next steps.

**Revoke or Disapprove Batch Process**

1. Place a **checkmark** on the assignment rows on the grid.

2. Click **Batch RSA**. The Batch RSAs - RSA Issued / Awaiting Independent Provider window will open.

   ![Batch RSA Grid]

   Note: You have a limit of 50 rows to choose from at a time.

3. To **Revoke** or **Disapprove**, click on the appropriate button.
4. After clicking on **Revoke** or **Disapprove**, the Revoke/Disapprove Reason dropdown menu displays. If revoking or disapproving, you must select a **Revoke/Disapprove Reason**.

![Image of Batch RSAs - RSA Issued / Awaiting Independent Provider]

5. After selecting the **Revoke/Disapprove Reason**, you must click **Revoke** or **Disapprove** again.

**Note:** You can print after the revoke or disapprove action.

![Image of Batch RSAs - RSA Issued / Awaiting Independent Provider with guided message]

**Note:** A guided message displays to confirm your action and next steps.

**RSA case successfully Disapproved.**

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 RSA 2 Correction Cover Letter. Mail it to the Parent/Guardian.
RSA Communication Log

You can record all communications related to an RSA package in the RSA Communication log.

1. Click the document icon beside the row. The Document Packages for Student screen will open.

2. Click the RSA Communication log tab.

3. Enter Date of Contact by clicking on the blank textbox and selecting from the pop-up calendar.

Note: Date of Contact and Time of Contact may not be future dates/times.

4. Click on the clock icon to select the Time of Contact.
5. Select a note(s) from the **Notes** dropdown menu.

**Note:** Scroll up or down on the side to view more options.

6. Enter any additional notes you may need to document.

**Note:** When recording a log entry, a user may select one of the available notes and/or type in additional notes. Both are not required simultaneously, but one or the other must be entered before saving.

7. Click **Save**.

**Note:** Once a log entry is saved, it cannot be edited.

8. A notification at the top of the screen will appear, verifying that the log was saved successfully.

**Saved Successfully!!**

9. Download **RSA Communication log** to Excel by clicking on **Excel Export**.

10. The Excel spreadsheet will download onto your system tray. **Click to open**.

**Note:** The RSA Communication log will open an Excel spreadsheet.