



## Key Elements of Provider Service Agreement

- ✓ Meets all the **Key Elements of a Good Brokerage Plan**

### **AND BECOMES MORE SPECIFIC ABOUT THE IDENTIFIED ISP GOAL**

- ✓ **What the Customer Wants.**  
What the general goal statement really means
- ✓ **How Services to Achieve the Goal will be Provided.**  
What services will look like, the schedule, the staff assigned, the location, and any special health or safety supports.
- ✓ **How Progress and Goal Outcomes will be Reported**  
What is going to be reported on and how often in order to support a customer's education and increasing role in approving and guiding his or her plan.
- ✓ Identifies the **Expected Cost of Supports** including the rate of payment and projected cost based upon the established schedule for service
- ✓ Identifies **How Customer Control will be Exercised.** Information will be provided to the customer that supports their education and responsibility to assure services provision in support of payment.  
**A Billing Authorization Schedule and Process** must be identified by the customer and his or her designated representative. The chosen process may be:
  - Customer review and sign-off on bills/invoices prior to payment;  
OR
  - Brokerage staff confirmation and documentation of service provision prior to payment