SOAR COMPLIANCE Sept 2024

1. SOAR Assign a staff member responsible for data submission quality control to ensure 100% of the
following critical components are completed and reflected in OAT:
1   Completed SSA1696
2   Medical Records Collected
3   Medical Summary Report
(LSF Contract)

2. SOAR The SOAR processor or supervisor shall attend the regularly convened local planning / steering committee meetings to explore and identify funding
and sustainability as well as develop a collaborative effort to implement the SOAR model and discuss any technical assistance needs. (LSF Contract)

3. SOAR SOAR Maintain a minimum completion rate of 75% of applications are completed and submitted to SSA within 60 days of the Protective Filing Date. (LSF Contract)

4. SOAR SOAR The dedicated SOAR processor will maintain a minimum approval rating of 65% of submitted applications on the initial submission during each calendar year. (LSF Contract)

5. SOAR If the network service provider offers adult mental health general revenue case management
services under the LSFHS contract, the provider shall employ one full-time employee to be
utilized as a dedicated SOAR processor whose sole duty is to process SOAR applications for
AMH clients. (LSF Contract)

6. SOAR Annually complete a minimum of 20 SOAR-assisted applications for each full-time dedicated SOAR specialist (LSF Contract)

7. SOAR Each dedicated SOAR processor will complete all SSI/SSDI paperwork necessary for applications
within 60 days of the protective filing date, defined as the time when an applicant first contacts
the Social Security Administration indicating an intent to file for SSI/SSDI. This paperwork is to be copied and filed in the consumer chart. (LSF Contract)

8. SOAR If applicable, each dedicated SOAR processor will complete the appeal process for those
applications which may be denied upon initial review. (LSF Contract)

9. SOAR Each SOAR processor will develop a best practice screening process to determine the best
consumers to begin applications on behalf of. SOAR best practice tools can be located at:
https://soarworks.samhsa.gov/content/library-home (LSF Contract)

10. SOAR Ensure SOAR training is completed using the SOAR Online Course and refresher trainings using
the SOAR Online Course once every four (4) years for all SOAR staff. SOAR trainings for
specifically identified case managers and agency leads using the SOAR Online Course, are
available at: https://soarworks.samhsa.gov/content/soar-online-course-catalog. A training on
how to complete applications for children can also be completed at the following website. (LSF Contract)

11. SOAR Enter 100% of SSI/SSDI application data and outcomes into the SOAR Online Application Tracking (OAT)
program available at: https://soartrack.samhsa.gov/(LSF Contract)

12. SOAR SOAR Processors are required maintain a process for individual medical records for each SOAR participant. Each record would contain an intake form, a determination of eligibility for SOAR services, a SOAR service plan, and progress notes per 65E.4 guidelines as case management services will be the primary billing mechanism. If the SOAR program is part of a larger milieu of services, the consumer is participating in at a community provider the SOAR material must be integrated into that record. (LSF Contract)

13. SOAR Critical SOAR related documents must be deposited in the individual record and include the following (If applicable and completed certain points in the application):
a. SSA- 1696
b. SSA- 827
c. Agency ROI
d. Copy of SSA-16 SSDI application
e. SSA-8000 SSI application
f. Medical Summary Report (Signed if possible)
g. Medical Records
h. Work History Report
i. Function Report (If applicable)
j. Third Party Function Report (If applicable)

14. SOAR Policy/Procedure (LSF Contract) Does the processor have documentation of SOAR training or refresher training in the last 4 years in their personnel file?

15. SOAR Policy/Procedure (LSF Contract) Does the supervisor of the dedicated SOAR Processor generate ongoing reports to monitor the progress of the processor?

16. SOAR Policy/Procedure (LSF Contract) Is the dedicated SOAR Processor documented with LSFHS, along with complete contact information?