

MEMORANDUM

To: Waiver Providers

From: Cuyahoga DD

Date: June 12, 2026

Subject: ISPs Without Corresponding Approved PAWS for July 2026 Redeterminations

Waiver providers may receive an Individual Service Plan (ISP) for individuals they serve with a redetermination (redet) date between July 1, 2026 and July 31, 2026 that does not have a corresponding approved PAWS authorization at the time of receipt.

Please note that this scenario should occur only for individuals residing in a congregate residential setting.

Reason for the Issue

This is due to a current limitation within the new MSS system, which is unable to accommodate authorizations for individuals receiving services under the MRC daily billing unit.

System Update

An update to the MSS system is anticipated to be deployed the evening of June 29, 2026, which is expected to resolve this issue moving forward.

Cuyahoga DD Actions

Cuyahoga DD is actively identifying impacted individuals and will work to quickly enroll PAWS authorizations once the system update is implemented. Every effort will be made to minimize any disruption and limit provider payment delays associated with this temporary issue.

Provider Guidance

- Continue to review and acknowledge ISPs as received.
- Be aware that for impacted individuals, PAWS authorizations may not yet be available at the time the ISP is issued.
- No additional action is required at this time beyond standard ISP procedures.

Cuyahoga DD appreciates your patience and partnership as we address this temporary system limitation