

Individuals with Intellectual and Developmental Disabilities (IDD) Frequently Asked Questions from Providers

General Questions

Q: How do I figure out whom to speak with at SDS?

A: Access the Waiver Staff listing: <http://www.hss.state.ak.us/dsds/dd/default.htm>

Q: I have a question regarding an individual's Medicaid eligibility or a general Medicaid question. Can you help me?

A: To speak with somebody regarding your Medicaid coverage, please call DPA at 269-6599 and request to speak with the person's case manager.

Q: How do I submit documents to SDS?

A: The proper places to submit required information to the IDD Unit is as follows depending on the geographic location of your participant: If your participant is in the Anchorage/Valley area then please mail to the Anchorage SDS office, drop items off in person, fax (269-3639), or use You Send It to submit attachments to the ddmailbox@alaska.gov. If you are outside of the Anchorage/Valley area, please mail to the Fairbanks SDS office, drop items off in person, fax (451-5046), or use You Send It to submit attachments to dev_disabilities_fairbanks@alaska.gov.

Q: How can I properly submit a participant's/guardian's new address and/or other new information to SDS?

A: The proper way to submit a change in status such as a change in address et al, is by submitting a Change of Status form. COS form Link:

<http://www.hss.state.ak.us/dsds/dd/doc/15ChangeofStatusReport.pdf>

Q: What is the basic overall process of obtaining the IDD Waiver?

A:

- **1st**: Submit a DD eligibility application, <http://www.hss.state.ak.us/dsds/dd/doc/2EligibilityDeterminationRequestforServices.pdf>
- **Note**: You are also able to contact a STAR (Short Term Assistance and Referral) provider for assistance filling out this application. You can access their information at http://www.hss.state.ak.us/dsds/grantservices/PDFs/STAR_Roster.pdf. Their assistance is free of charge.
- **2nd**: If your DD eligibility is approved, fill out the Developmental Disability Registration and Review (DDRR) form. This can allow access to grants after DD Eligibility is approved as well as help a participant get on the IDD Registry to wait to be pulled for the IDD Waiver). DDRR webpage link: <https://www.partners.hss.state.ak.us/dsds/ddwaitinglist/>
- **3rd**: Wait to be pulled from the IDD Registry. SDS pulls 50 people from that registry every quarter to be considered for the IDD waiver. If pulled from the registry, the individual must then select a Care Coordinator.
- **4th** submit ICAP/determine eligibility. SDS proceeds to a Level of Care Determination as outlined in Regulation 140.600 and Policy 4-3 dated 2/01/2011. Level of Care for the IDD Waiver is determined by the ICAP (Inventory for Client and Agency Planning) assessment

- process. The Care Coordinator assists with this process. If the person's Level of Care is approved, they then work with their Care Coordinator to submit a Plan of Care to SDS for review.
- 5th Care Coordinator submits Plan of Care.
- Also, for more detail please visit the IDD Unit webpage:
<http://www.hss.state.ak.us/dsds/dd/default.htm>
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Q: What options are available if the person I am assisting has more immediate need for some services?

A: Grant services would be a good option to consider after an individual is found DD eligible. To learn more about Grant services please visit the Grant services webpage:
<http://www.hss.state.ak.us/dsds/grantservices/> Additionally, the Grants Unit can be contacted by phone at (907) 465-4996.

DD Eligibility

Q: How does SDS determine DD Eligibility?

A: When determining if a person meets the requirements for DD Eligibility, SDS applies the following Statute (AS 47.80.900 (7)) link: <http://www.hss.state.ak.us/dsds/dd/eligible.htm>

Copied from that link:

According to state law (AS. 47.80.900 (7)), the term developmental disability(DD) means a severe, chronic disability that:

Is attributable to a mental or physical impairment or combination of mental and physical impairments; is manifested before the individual attains age 22; is likely to continue indefinitely;

- results in substantial functional limitations in three or more of the following areas of major life activity:
 - self care
 - receptive and expressive language;
 - learning;
 - mobility;
 - self direction; capacity for independent living;
 - economic self-sufficiency;
- and reflects the person's need for a combination and sequence of special, interdisciplinary, or generic assistance, supports or other services that are of lifelong or extended duration and are individually planned and coordinated.

Examples of types of developmental disabilities are mental retardation, cerebral palsy, autism, and seizure disorder. Mental illness and Fetal Alcohol Syndrome may also be developmental disabilities. However, the disability must result in substantial functional limitations and meet the other criteria in the definition in order to qualify as a DD.

- DD Eligibility Supportive Documentation must be current and signed by a qualified professional.
- Due to the Statute and required impairments of functional limitations, SDS does not base DD Eligibility on diagnosis alone. SDS requires a current and comprehensive evaluation by a qualified professional that addresses these areas of major life activity in order to make a determination.

Denial Letters

Q: What do I do now that my participant received a denial letter?

A: Encourage the family to call for fair hearing if they feel it is important the participant to have the level of care requested. Suggest other resources.

Q: How do I help a family once services have been denied?

A: Use your best planning skills, try other natural and community based resources, and/or try other combinations of services.

Participant Emergency Situation

Q: A participant just had an emergency, how can waiver services help?

A: Review the regulations with the person and his/her supportive team and see if it is feasible. Short-Term Assistance & Referral Programs (STAR) resources may be useful as well as looking into natural resources, another agency, etc. More information regarding STAR can be obtained from their webpage: <http://www.hss.state.ak.us/dsds/grantservices/starmini.htm>

Using You Send It

Q: "You Send It" (YSI) does not seem to be working what do we do?

A: Use the help information found in the YSI website, as well as consult with your IT department.

Transferring Care Coordination Services

Q: How does transferring a participant from one Care Coordinator to another work?

A: The correct transfer paperwork forms described below is the acceptable way to complete a transfer of care coordination services for a participant, not a phone call or email. If a participant is transferring to a different Care Coordinator within the same agency then an Appointment of Care Coordination (ACC) form needs to be submitted to SDS. ACC form Link:

<http://www.hss.state.ak.us/dsds/docs/ApptCCServ42309.pdf>

If a participant is transferring to a different Care Coordinator and a different Agency, then both the Appointment of Care Coordination form mentioned above as well as a Transfer of Care Coordination (TCC) form need to be submitted to SDS. TCC form Link:

<http://www.hss.state.ak.us/dsds/docs/TransCCServ42309.pdf>. Ensure that all forms are properly filled out and signed appropriately.

DD Registry

Q: How can I get a copy of ____ applicant's SDSID # so that I can add them to the Registry?

A: Submit a copy of a signed Release of Information before SDS can release these answers to you.

Level of Care (LOC)

Q: What documents are required for an ICAP?

A: Refer to regulation 7 AAC 140.600 and policy 4-3 dated 2/01/2011 pages 6-11. Cross reference with policies to be sure that different ages and diagnoses are taken into account. Further understanding can be gleaned from ICAP guidelines and IDD Policy.

Q: How current do Psychological evaluations need to be for ICAPs?

A: Per Policy 4-3 dated 2/01/2011 (page 6) for applicants age 3 and older, a diagnostic evaluation completed within the previous 36 months is required. As SDS does not complete an ICAP for Children under the age of 3, a developmental review as outlined on policy 4-3 dated 2/10/2011 (page 8-9) is conducted. On page 8-9: SDS requires an evaluation completed as part of the Early Intervention/ Infant Learning Program, an Individual Education Program or an Evaluation that was 1) completed within the previous 12 months 2) is age appropriate, standardized, and norm references; and 3) includes a comparison of applicant/participant skills attainment to that of peers in the following developmental areas or their equivalents: self-help, communication, learning, mobility and self direction. Please refer to this policy for further information regarding documentation requirements.

Q: What are the timelines for submission of an ICAP packet?

A: Refer to IDD Policy where timelines are outlined. For new applications, additional time may be allowed if a new evaluation has to be scheduled, but that SDS needs to know the date of the evaluation appointment.

Q: Can I receive an extension for submitting my participant's LOC?

A: In fairness to everyone we must have the same standards for all in regards to LOC submission timeframes.

Plan of Care (POC) Amendment Questions:

Q: Do I need to do an amendment for out of state travel?

A: Yes. Whether there is an increase in services or not, an amendment needs to be submitted to SDS. Please refer to policy. If the person will be provided with HCB services from an agency their plan must make the state aware of how services are being provided and where.

EMODs:

Q: How do I request an EMOD for my participant?

A: Submit an Amendment including the necessary signed forms. There is an EMOD review tool at the following link <http://www.hss.state.ak.us/dsds/carecoordinationtraining.htm> which provides useful in understanding the different components necessary to requesting an EMOD via POC Amendment.

Plan of Care (POC) Questions:

Q: Can I receive an extension for submitting my participant's POC?

A: In fairness to everyone we must have the same standards for all in regards to POC submission timeframes.

Q: I am submitting my first waiver, I've been to training, but this is really hard. What do I do?

A: Breathe! Fill out all the sections as well as read the SDS email reviews very carefully. Do the best you can to address everything in SDS' reviews. Don't take the reviews personally, but instead see them as guidance and just try to capture everything you want the State to know about the participant on the paper.

Acuity:

Q: What do I do if my participant needs an acuity add on?

A: Look at the regulations. Be certain to provide as much information based on the participant's acute presentation and need for a one with one staffing pattern. Look at the former policy for guidance of things that are helpful to submit with a request. Submit everything as one comprehensive packet.