

## Individuals with Intellectual and Developmental Disabilities (IDD): Participant/Families/Guardians: Frequently Asked Questions

### 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 my Medicaid eligibility or a general Medicaid question. Can you help me?

A: The IDD Unit does not handle these types of questions, to speak to somebody regarding your Medicaid coverage, please call DPA at 269-6599 and request to speak with your 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](mailto: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](mailto:dev_disabilities_fairbanks@alaska.gov).

Q: How does the State communicate with me?

A: The State communicates via Certified Mail. It is important to accept this mail and answer it, not to refuse it. This correspondence is most likely time sensitive and it is imperative to respond to it in a timely matter.

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

A:

- **1<sup>st</sup>:** 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](http://www.hss.state.ak.us/dsds/grantservices/PDFs/STAR_Roster.pdf). Their assistance is free of charge.
- **2<sup>nd</sup>** If your DD eligibility is approved, fill out the DDDR (Developmental Disability Registry and Review) 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). DDDR webpage link: <https://www.partners.hss.state.ak.us/dsds/ddwaitinglist/>
- **3<sup>rd</sup>** 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, you must then select a care coordinator.
- **4<sup>th</sup>** 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. If the person's Level of Care

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is approved, they then work with their care coordinator to submit a Plan of Care to SDS for review.

- 5<sup>th</sup> 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>

Q: What options are available if I have a more immediate need for some services?

A: Grant services would be a good option to consider after an individual is found DD eligible if there is a more immediate need for some basic services. 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.

Q: What child care resources are available for children with disabilities?

A: For more information regarding child care assistance programs, please contact a thread office in your community. You can access their website at [www.threadalaska.org](http://www.threadalaska.org) or contact one of the locations listed below:

- Anchorage- Lead office  
3350 Commercial Dr. Suite 203, Anchorage, AK 99501  
Phone 907.265.3100/toll free 800.278.3723  
Fax 907.265.3191/ toll free fax 877.563.1959  
[info@threadalaska.org](mailto:info@threadalaska.org)
- Wasilla  
Westside Center, DPA Building, 877 W. Commercial Dr., Wasilla, AK 99654  
Phone: 907.373.5024  
Fax: 907.373.5067
- Juneau (South East Alaska)  
3100 Channel Dr. Suite 215, Juneau, Alaska, 99801  
Phone: 907.789.1235/ Toll Free 888.785.1235  
Fax 907.789.1238  
[info@aeyc-sea.org](mailto:info@aeyc-sea.org)
- Interior/Northern Alaska  
Fairbanks  
1908 Old Pioneer Way, Fairbanks, AK 99709  
Phone: 907.479.2214/ Toll Free 866.878.2273  
Fax: 907.479.2486  
[thread@thrivalaska.com](mailto:thread@thrivalaska.com)

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- Fairbanks  
Child Care Referral  
520 Fifth Ave., Suite D, Fairbanks, AK 99701  
Phone: 907.459.1439/ Fax: 907.459.1280  
[cereferral@fnsb.us](mailto:cereferral@fnsb.us)

### 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 Developmental Disability.

- “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.”

**Registry:**

Q: How do I score higher on the registry?

A: The registry was designed by a stakeholder team and it is designed to triage the people with the highest need. The draws occur quarterly and it is very important that the person update their registry anytime significant changes occur in their life. Additionally, grant services are available to people while they are on the registry and can meet some more immediate basic service needs. To learn more about Grant services please visit the Grant services webpage: <http://www.hss.state.ak.us/dsds/grantservices/>

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.

**New to Waiver:**

Q: We just received a waiver draw letter, but what do we do now?

A: Call a Short-Term Assistance and Referral (STAR) representative to help you find a Care Coordinator. Refer to agency (CC) list for choosing a Care Coordinator, and then submit the Care Coordination postcard to SDS. Please note to take special care to ensure that the name of both the Care Coordination Agency AND the Care Coordinator that you would like to designate is on the postcard.

- For a list of STAR representatives, please visit the webpage list: [http://www.hss.state.ak.us/dsds/Grantservices/PDFs/STAR\\_Roster.pdf](http://www.hss.state.ak.us/dsds/Grantservices/PDFs/STAR_Roster.pdf)
- For a list of certified Care Coordinators, visit: [http://hss.state.ak.us/dsds/pdfs/sds\\_providerlist.pdf](http://hss.state.ak.us/dsds/pdfs/sds_providerlist.pdf)

**Transferring Care Coordination Services:**

Q: How do I transfer from one Care Coordinator to the other?

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>

### **Denial and Disenrollment Letters:**

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

A: Read the last paragraph and call ACS (Affiliated Computer Services) as noted on the letter, if you want to appeal SDS' decision. Do not miss that deadline if you feel this is important to your participant's needed level of support. Work with your care coordinator to determine what might be good planning solutions now that you know the service may not be allowed.

Q: I have received a disenrollment letter, what do I do?

A: As the letter notes, you can request a fair hearing.

### **Care Coordinators and Agencies:**

Q: What do I do if my Care Coordinator will not respond to me?

A: Call the Care Coordination agency supervisor and make your concerns known. You may also make a Quality Assurance (QA) report (see webpage below). You may consider choosing another Care Coordinator, or submit needed items yourself if that is the issue.

- You can find more information about QA at their webpage:  
<http://www.hss.state.ak.us/dsds/qa/>
- Listing of all providers including Care Coordinators:  
[http://hss.alaska.gov/dsds/pdfs/sds\\_providerlist.pdf](http://hss.alaska.gov/dsds/pdfs/sds_providerlist.pdf)

Q: What do we do when an agency wants to discharge us?

A: Obtain a list of the other providers in your region. Refer to a Short-Term Assistance and Referral (STAR) representative in your area for assistance free of charge. A Quality Assurance (QA) referral can be made if you feel the agency's request is unreasonable. You may contact Adult Protective Services (APS) if all other resources fail and the person being discharged is over 18 years of age. Try hard not to panic, but focus on forming a plan instead.

- You can find a list of other providers by visiting  
[http://hss.state.ak.us/dsds/pdfs/sds\\_providerlist.pdf](http://hss.state.ak.us/dsds/pdfs/sds_providerlist.pdf)
- Contact a STAR representative:  
[http://www.hss.state.ak.us/dsds/grantservices/PDFs/STAR\\_Roster.pdf](http://www.hss.state.ak.us/dsds/grantservices/PDFs/STAR_Roster.pdf)
- You can find more information about QA at their webpage:  
<http://www.hss.state.ak.us/dsds/qa/>
- You can learn more about APS by visiting: <http://www.hss.state.ak.us/dsds/aps.htm>

**Moving to Alaska:**

Q: I am moving to Alaska- I have great services where I am – how do I get them in Alaska?

A: Call DPA first at 269-6599 and check things out carefully to ensure you fully understand Alaska's Medicaid and other rules. If you have a case manager, then work with them. Then plan, plan, plan and visit our website on how to complete the DD Eligibility process. Please understand that you should be physically present in Alaska in order to qualify for services. IDD Unit website link: <http://www.hss.state.ak.us/dsds/dd/default.htm>

**Level of Care (LOC):**

Q: What documents are required for an ICAP (Inventory for Client and Agency Planning- Assessment process)?

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 SDS needs to know the date of the evaluation appointment.

**Developmental Disability Registration and Review (DDRR):**

Q: Why do I need to fill out the DDRR?

A: This provides SDS with an idea of which services the applicant needs right now and will potentially need in the future. Our Grant program offers some of these services, so please contact one of the Grantee providers on this list. When filling out the DDRR please ensure that you read each question

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carefully and provide detailed information for each piece of the question. SDS relies on the information that you provide when reviewing these DRRs.

- DRR link: <https://www.partners.hss.state.ak.us/dsds/ddwaitinglist/>
- To learn more about Grant services please visit the Grant services webpage: <http://www.hss.state.ak.us/dsds/grantservices/>