

## Support Coordination Agency Communication Protocol

The Division has established this communication protocol to assist **Support Coordination Agencies (SCA)** in navigating the Division, and to provide direction, clarification and effective support around the delivery of Support Coordination services.

### DDD Support Coordination Unit

#### **Support Coordination Help Desk:** [DDD.SCHelpdesk@dhs.state.nj.us](mailto:DDD.SCHelpdesk@dhs.state.nj.us)

For general inquiries and assistance (e.g., submission of birth information for I record, requests for expedited plan reviews with reason listed, **to request that “retirement” be unchecked on the demographics page**) and referrals that must be vetted through the SC Unit (SOS Forms, ICM Referral or Residential Transfer Referral). **NOTE: Do not attach any documents when emailing this Helpdesk.**

#### **Support Coordination Quality Assurance Specialist (QAS)**

Each SCA is assigned a Division Quality Assurance Specialist (QAS) to provide training, technical assistance and quality improvement feedback to SCA Supervisors; audit Individualized Service Plans (ISPs); monitor SCA service delivery; and provide clarification of specific Supports Program and CCP-FFS policies and procedures.

#### **Support Coordination Monitor**

Division Monitors review and approve ISPs for unreleased SCAs and audit ISPs for released SCAs; provide quality improvement feedback on ISP and PCPT development; review monthly monitoring tools to ensure follow-up on outstanding issues; and provide case consultation when an SCA has submitted an SOS Form and is in need of this type of guidance or support.

### Referrals

#### **SOS (Seeking Out Support) Form**

An SOS Form should be uploaded to I record with separate email submitted to [DDD.SCHelpdesk@dhs.state.nj.us](mailto:DDD.SCHelpdesk@dhs.state.nj.us) when a SCA needs direction on addressing/resolving individual case-specific issues **and/or to seek Division approval to place an ISP in Review to Inactive status**. **NOTE: do not attach the form to your email.** Upon review of the form, the Division will assign a Monitor to provide instruction. The SOS Form should **NOT** be used when an SCA knows what to do or to report information to the Division.

#### **ICM (Intensive Case Management) Referral**

An Intensive Case Management (ICM) Referral should be uploaded to I record with separate email submitted to [DDD.SCHelpdesk@dhs.state.nj.us](mailto:DDD.SCHelpdesk@dhs.state.nj.us) when an individual/guardian is requesting emergency enrollment in the Community Care Program (CCP) for out-of-home placement or an in-home CCP budget. **NOTE: do not attach the form to your email.** Other than being reached on the CCP Wait List, the only way an individual can be determined CCP eligible is to meet the ICF-ID level of care (LOC) and demonstrate an ongoing emergent need for the CCP service(s). **The ICM Referral should NOT be used when an individual is already enrolled in CCP.**

#### **Residential Transfer Referral (RTR)**

A Residential Transfer Referral (RTR) should be uploaded to I Record with separate email submitted to [DDD.SCHelpdesk@dhs.state.nj.us](mailto:DDD.SCHelpdesk@dhs.state.nj.us) when an individual enrolled in CCP and living alone, with family, or in a licensed setting requests to move to a new/different licensed setting. **NOTE: do not attach the form to your email.** Upon review of the Referral, the SCA will receive referral opportunities from the Division’s Community Development Units (CDU). In addition to the RTR, the SC must reach out directly to providers to inquire about vacancies within the FFS system (using the RTR as a cover sheet for the referral package). In situations where a residential provider is requesting to discharge an individual supported by their agency, the provider **MUST** contact the Division directly at [DDD.PPMU@dhs.state.nj.us](mailto:DDD.PPMU@dhs.state.nj.us).

## Community Transitions Unit (CTU)

Following an individual's admission into an institutional setting (nursing home, ICF/ID, etc.) for greater than 180 days, or a psychiatric hospital greater than 30 days, the case may be considered for transfer to the CTU. The SC should complete a SOS form, upload to iRecord, and send an email to [DDD.SCHelpdesk@dhs.state.nj.us](mailto:DDD.SCHelpdesk@dhs.state.nj.us) requesting to put ISP in review to inactive status. If a referral to CTU is warranted, we will direct to complete a Case Review form.

**DDD Resource Team**- provides support to staff and families, assists with implementation of doctor's orders, and provides workshops. Referral form and instructions can be found on the [DDD website](#). Submit completed referrals to [Sara.Irizarry@dhs.state.nj.us](mailto:Sara.Irizarry@dhs.state.nj.us) and upload a copy into I record.

1. **Speech Pathology Referral**- For consultation when there are issues with swallowing, mealtime behavior, weight loss, tube feedings, problems with speech, communication, hearing or hearing aids. Recommendations should then be reviewed with service providers and added to ISP.
2. **Referral for Consult by a Behaviorist**- For assistance to the behaviorist employed by the residential or day service, helps with behavior support plans
3. **Available trainings:**
  - ✓ Behavior Support Plans
  - ✓ Behavioral Supports
  - ✓ Pica
  - ✓ Swallowing Disorders and Mealtimes
  - ✓ Common health issues in I/DD Population (Aspiration Pneumonia, Constipation, Dehydration, Seizures, and Urinary Tract Infection (UTI)).

## Assistance and DDD Email Help Desks

### HELP DESK TIPS:

- Use these descriptions to identify the correct Help Desk and **REFRAIN** from emailing multiple Help Desks at once.
- For all email, the use of a specific and succinct subject lines (SOS, ICM Referral, Request for retro-active payment, etc.) will help to direct your email to the appropriate entity and expedite a response. Always include the DDD ID# to assist with tracking.

**NJCAT Reassessment Requests:** [DDD.DDPIAssessmentRequests@dhs.state.nj.us](mailto:DDD.DDPIAssessmentRequests@dhs.state.nj.us) (Requests is plural)

Requests for NJCAT reassessment should be submitted to [DDD.DDPIAssessmentRequests@dhs.state.nj.us](mailto:DDD.DDPIAssessmentRequests@dhs.state.nj.us) with a copy uploaded to I Record. Be sure to include a copy of the completed NJCAT with indication directly on the assessment where it is felt there is a discrepancy between the original response and the individual's current level of need. Include the name, phone and email of the NJCAT respondent/informant and also include any documentation that may support the request. **The informant should be listed on Contacts tab and checked off as Assessment Informant.**

**Fee-For-Service Help Desk:** [DDD.FeeForService@dhs.state.nj.us](mailto:DDD.FeeForService@dhs.state.nj.us)

For any questions related to the new fee-for-service system, requests for Tier Assignment Letters and to report PPL-related issues.

**ISP Retroactive Changes Helpdesk:** [DDD.ISPRetroactivechanges@dhs.state.nj.us](mailto:DDD.ISPRetroactivechanges@dhs.state.nj.us)

For the submission of Retroactive Change Request Forms when retroactive changes are needed to an ISP.

**IT Requests Help Desk:** [DDD.ITRequests@dhs.state.nj.us](mailto:DDD.ITRequests@dhs.state.nj.us)

For reporting IT-related issues; changes to SC staff email or phone numbers in Irecord (Agency changes are sent to [DDD.ProviderHelpdesk@dhs.state.nj.us](mailto:DDD.ProviderHelpdesk@dhs.state.nj.us)); Issues regarding denied claims, missing Prior Authorizations, etc. should be first addressed with Molina. Molina provider services can be reached by calling 1-800-776-6334. If the issue cannot be

resolved at that level, please email our IT Help Desk. **Requests that “retirement” be unchecked on the demographics page are sent to [DDD.SCHelpdesk@dhs.state.nj.us](mailto:DDD.SCHelpdesk@dhs.state.nj.us)**

**Medicaid Eligibility Help Desk:** [DDD.MediElighelpdesk@dhs.state.nj.us](mailto:DDD.MediElighelpdesk@dhs.state.nj.us)

If Medicaid is terminating or lost, contact this Help Desk immediately with the submission of a Medicaid Troubleshooting Form with all required information and as much detail as possible. If available, include the letter received from the Medicaid Office. If a letter was not received, the family/individual should contact their local Social Security office for SSI or local Board of Social Services for NJ Medicaid.

This Helpdesk also contacted for transitions from MLTSS to SP+PDN, Options Counseling, Aging out (21+ and enrolling in SP+PDN) and NOEA inquiries; can also assist with Non-DAC issues/inquiries.

**MLTSS Referral Help Desk:** [DDD.MLTSSreferral@dhs.state.nj.us](mailto:DDD.MLTSSreferral@dhs.state.nj.us)

For questions about or requests for assistance with MLTSS referrals.

#### **PPL-related Issues**

PPL-related issues should be submitted to PPL following PPL’s reporting guidelines which can be found at:

<http://www.publicpartnerships.com/programs/newjersey/ddd/documents/NJ%20Programs%20Customer%20Service%20Information%20and%20Escalation.pdf>. We also recommend copying [DDD.FeeForService@dhs.state.nj.us](mailto:DDD.FeeForService@dhs.state.nj.us).

**Provider Help Desk:** [DDD.ProviderHelpdesk@dhs.state.nj.us](mailto:DDD.ProviderHelpdesk@dhs.state.nj.us)

Can be used by Support Coordination Agencies to report learned or observed issues with Provider Agencies. **Can change emails and phone numbers at the agency level but cannot change SC staff emails and phone numbers in irecord. Any request to change SC staff emails or phone numbers in irecord must go to [DDD.ITREQUESTS@dhs.state.nj.us](mailto:DDD.ITREQUESTS@dhs.state.nj.us)**

**Provider Performance and Monitoring Unit Help Desk:** [DDD.PPMU@dhs.state.nj.us](mailto:DDD.PPMU@dhs.state.nj.us)

For general inquiries and assistance and for the submission of Provider Discharge requests.

**Service Approval Help Desk:** [DDD.ServiceApprovalHelpDesk@dhs.state.nj.us](mailto:DDD.ServiceApprovalHelpDesk@dhs.state.nj.us)

For questions and inquiries regarding the status of service approvals.

**SCA Selection Form Help Desk:** [DDD.SCChoice@dhs.state.nj.us](mailto:DDD.SCChoice@dhs.state.nj.us)

For submitting SCA Selection Forms and any questions or to report issues with SCA assignments.

**Supports + PDN Help Desk:** [Ddd.Sppdn@dhs.state.nj.us](mailto:Ddd.Sppdn@dhs.state.nj.us) **No longer an active Helpdesk. Please use [DDD.MediElighelpdesk@dhs.state.nj.us](mailto:DDD.MediElighelpdesk@dhs.state.nj.us)**

## **Interim Voucher Submissions**

After ensuring the upload of supporting ISP/MMT, submit completed **Interim** Voucher forms to:

**State of New Jersey**

**DHS – Division of Developmental Disabilities**

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1 Laurel Drive  
Flanders, NJ 07836  
ATTN: Georgia Valvano / Anne Ruffin

**Note:**

Vouchers are reserved for individuals in the Interim program. All claiming for the provision of support coordination services for individuals enrolled on the CCP/SP are done through DXC/Medicaid.

If there is a loss in Medicaid coverage, please follow the Medicaid Troubleshooting process.

[DDD.MediElighelpdesk@dhs.state.nj.us](mailto:DDD.MediElighelpdesk@dhs.state.nj.us) will also provide instruction on whether you should submit a voucher to the DDD Medicaid Unit.

You can find the new **Voucher Process When Medicaid Terminates** at:

[www.nj.gov/humanservices/ddd/programs/ffs\\_implementation.html](http://www.nj.gov/humanservices/ddd/programs/ffs_implementation.html).

## SCU Escalating Problems/Issues

**Urgent Matters** may necessitate contact with the Division. Please use the following Chain of Command:

### SUPPORT COORDINATION – MONITORING

**Unit Directors**

Kate Honigfeld	<a href="mailto:Kate.Honigfeld@dhs.state.nj.us">Kate.Honigfeld@dhs.state.nj.us</a>	856.770.5117
Anne Lacey	<a href="mailto:Anne.Lacey@dhs.state.nj.us">Anne.Lacey@dhs.state.nj.us</a>	973.977.6162
Robert Hudson	<a href="mailto:Robert.Hudson@dhs.state.nj.us">Robert.Hudson@dhs.state.nj.us</a>	973.523.7980
Kathy Jones	<a href="mailto:Kathy.Jones@dhs.state.nj.us">Kathy.Jones@dhs.state.nj.us</a>	732-424-3311

**Assistant Director**

Penny Johnson	<a href="mailto:Penny.Johnson@dhs.state.nj.us">Penny.Johnson@dhs.state.nj.us</a>	732.863.4505
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### SUPPORT COORDINATION – QUALITY ASSURANCE

**Assistant Director**

Maureen McCarthy	<a href="mailto:Maureen.McCarthy@dhs.state.nj.us">Maureen.McCarthy@dhs.state.nj.us</a>	856.770.5492
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*\*For information on the Quality Assurance Specialist assigned to a Support Coordination Agency, please send your inquiry to the DDD SC Helpdesk.*

**Director, Support Coordination Unit**

Cheryl Betz	<a href="mailto:Cheryl.Betz@dhs.state.nj.us">Cheryl.Betz@dhs.state.nj.us</a>	973.927.2662
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**Director, Community Services Case Management, Support Coordination and Family Support**

Mariana Pietrunti	<a href="mailto:Mariana.Pietrunti@dhs.state.nj.us">Mariana.Pietrunti@dhs.state.nj.us</a>	973.977.2115
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## Office of Risk Management – Unusual Incident Reporting

All incident reporting forms and instructions for UpDoc:

[https://www.nj.gov/humanservices/ddd/services/support\\_coordination.html](https://www.nj.gov/humanservices/ddd/services/support_coordination.html)

**Plainfield UIR UNIT**

[DDD-CRU.UIRS@dhs.state.nj.us](mailto:DDD-CRU.UIRS@dhs.state.nj.us)

Counties Served: **Bergen, Essex, Hudson, Passaic, Somerset, and Union**

Main Office #: **908-561-4587**

**Supervisor of Unit:** John Frade Telephone: 908-412-7766

**Trenton UIR UNIT** [DDD-CRL.UIRS@dhs.state.nj.us](mailto:DDD-CRL.UIRS@dhs.state.nj.us)

Counties Served: Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Sussex, and Warren

**Main Office #:** 609-292-1903

**Supervisor of Unit:** Ivy Lipton Telephone: 609-633-7782

**Mays Landing UIR UNIT** [DDD-SRO.UIRS@dhs.state.nj.us](mailto:DDD-SRO.UIRS@dhs.state.nj.us)

Counties Served: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem

**Main Office #:** 609-476-5080

**Supervisor of Unit:** Carol Smith Telephone: 609-476-5231

### Administrative Oversight

**Flanders Office** [DDD-NRO.UIRS@dhs.state.nj.us](mailto:DDD-NRO.UIRS@dhs.state.nj.us)

**Main Office #:** 973-927-2111

Lauren Chodack, Assistant to ORM Chief Telephone: 973-927-2642

## Office of Risk Management- After Hours On Call Notifications

### COUNTIES

### PHONE NUMBER

Morris, Sussex, and Warren  
Bergen, Hudson, and Passaic

973-927-2600 (Flanders)  
973-977-4004 (Paterson)

Bergen, Essex, Hudson, Passaic, Somerset, and Union

908-226-7800 (Plainfield)

Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Sussex, and Warren

609-292-1922 (Trenton)

Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem

609-476-5200 (Mays Landing)

**DDD Abuse/Neglect Hotline: 1-800-832-9173 [Hotline Cube: 609-633-7816]**

**Supervisor of Unit:** Jennifer Manning Telephone 609-633-7536

**Statewide Child Registry (SCR) Telephone #: 877-NJ-ABUSE (877-652-2873)**

**Office of Ombudsman Telephone #: 877-582-6995 Fax: 609-943-3479**

## Bureau of Guardianship Services

**Bureau Chief-Jessica Anastasi**

(609) 631-2213

**Legal Unit**

**Prepares Guardianship Petitions for Court Statewide**

PO Box 705,

Trenton, NJ 08625-0705

Supervisor-Mickelle West, Esq.

**Northern Regional Office**

Supervisor-Michael Dilella

(973) 648-4641

Covers: Bergen, Essex, Hudson, Passaic, Morris, Somerset, Sussex, Union, and Warren Counties of Community Services; and Green Brook Regional Center

Central Regional Office

Supervisor-Dennis Cline

(609) 631-2209

Covers: Burlington, Hunterdon, Mercer, Middlesex, Monmouth and Ocean Counties of Community Services; Hunterdon and New Lisbon Developmental Centers

Southern Regional Office

Supervisor-Lisa Emore

(856) 339-6750

Covers: Atlantic, Camden, Cape May, Cumberland, Gloucester, and Salem Counties of Community Services; Vineland and Woodbine Developmental Centers

## Other Resources

DDD Website: [www.nj.gov/humanservices/ddd/home](http://www.nj.gov/humanservices/ddd/home)

DDD Provider Search Database: <https://irecord.dhs.state.nj.us/ProviderSearch>

Archived DDD Webinars: [www.nj.gov/humanservices/ddd/resources/webinars.html](http://www.nj.gov/humanservices/ddd/resources/webinars.html)

DDD Support Coordination Page: [www.nj.gov/humanservices/ddd/services/support\\_coordination.html](http://www.nj.gov/humanservices/ddd/services/support_coordination.html)

Boggs Center Support Coordination Resource Page: <http://njsupportingcommunitylives.org/support-coordination/>

DDD Communications: [DDD.Communications@dhs.state.nj.us](mailto:DDD.Communications@dhs.state.nj.us)