



**New Jersey Department of Human Services**  
**Division of Developmental Disabilities**  
**Support Coordination Unit**

## Support Coordination Agency Communication Protocol

For use by SCAs in seeking assistance, direction and clarification from the Division of Developmental Disabilities

### DDD Support Coordination Unit (SCU)

For SCU assistance, please email or submit an SOS to the [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov) and the appropriate Support Coordination Unit (SCU) Team will be assigned to assist you.

#### CARE MANAGEMENT

Provides guidance with case specific, escalated and urgent issues; responds to SCA SOS submissions

Mariana Pietrunti, Director	<a href="mailto:Mariana.Pietrunti@dhs.nj.gov">Mariana.Pietrunti@dhs.nj.gov</a>	973.977.2115
Irene Fenarjian, Asst. Director	<a href="mailto:Irene.Fenarjian@dhs.nj.gov">Irene.Fenarjian@dhs.nj.gov</a>	973.977.2106
Robert Hudson, Unit Director	<a href="mailto:Robert.Hudson@dhs.nj.gov">Robert.Hudson@dhs.nj.gov</a>	973.523.7980
Kate Honigfeld, Asst. Director	<a href="mailto:Kate.Honigfeld@dhs.nj.gov">Kate.Honigfeld@dhs.nj.gov</a>	856.770.5117
Kathy Jones, Unit Director	<a href="mailto:Kathy.Jones@dhs.nj.gov">Kathy.Jones@dhs.nj.gov</a>	732.424.3311
Anne Lacey, Unit Director	<a href="mailto:Anne.Lacey@dhs.nj.gov">Anne.Lacey@dhs.nj.gov</a>	973.977.6162

#### EVALUATION, QUALITY & COMPLIANCE

Provides technical assistance; ISP review/approvals for unreleased SCAs, reviews and monitors the performance of SCAs

Penny Johnson, Director (E,Q&C)	<a href="mailto:Penny.Johnson@dhs.nj.gov">Penny.Johnson@dhs.nj.gov</a>	732.308.7891
Vacant, Asst. Director (Q&C)		
Michele Ruggiero, Asst. Director (Eval)	<a href="mailto:Michele.Ruggiero@dhs.nj.org">Michele.Ruggiero@dhs.nj.org</a>	973.927.2670
Daniel Frade, Unit Director	<a href="mailto:Daniel.Frade@dhs.nj.org">Daniel.Frade@dhs.nj.org</a>	973.252.3708

#### EDUCATION & TRAINING

Develops, coordinates, implements and tracks of SCA and SCU training and orientation

Colette McLaughlin, Asst. Director	<a href="mailto:Colette.McLaughlin@dhs.nj.gov">Colette.McLaughlin@dhs.nj.gov</a>	973.977.2107
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#### COMMUNICATION, ADMINISTRATION & REGULATION (CAR)

Develops SCA/SCU communications (newsletters, email, etc.), reviews and revises SCA forms, monitors SCA “landscape”

Cheryl Betz, Director	<a href="mailto:Cheryl.Betz@dhs.nj.gov">Cheryl.Betz@dhs.nj.gov</a>	973.927.2662
Maureen McCarthy, Asst. Director	<a href="mailto:Maureen.McCarthy@dhs.nj.gov">Maureen.McCarthy@dhs.nj.gov</a>	856.770.5492

## Assistance and DDD Email Help Desks

### HELP DESK TIPS:

- Use these descriptions to identify the **correct** helpdesk and **refrain** from emailing multiple helpdesks with the same request or issue. If you email the incorrect helpdesk, it will be forwarded for you.
- Use of a specific and succinct subject line (SOS, ICM Referral, Request for retro-active payment, etc.) will help to direct your email to the right place and expedite a response. Always include the DDD ID# to assist with tracking.

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

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

### CCP Waitlist Requests Helpdesk: [DDD.CCPWaitlistRequests@dhs.nj.gov](mailto:DDD.CCPWaitlistRequests@dhs.nj.gov)

A dedicated mailbox has been established to receive CCP Waiting List Requests. Or they may be mailed to:

#### **DDD CCP Waiting List Coordinator**

2 Echelon Plaza  
221 Laurel Rd., Ste. 210  
Voorhees, NJ 08043

This information as well as the CCP Waiting List Request Form can be found at:

<https://www.state.nj.us/humanservices/ddd/services/ccw/ccwwl.html#2> .

### COVID Helpdesk: [DDD.COVID-19@dhs.nj.gov](mailto:DDD.COVID-19@dhs.nj.gov)

A temporary DDD help desk has been established for you to submit questions related to DDD’s response to the COVID-19 situation.

### EVV Helpdesk: [DDDEVV@dhs.nj.gov](mailto:DDDEVV@dhs.nj.gov)

For inquiries related to Electronic Visit Verification.

### Fee-For-Service Help Desk: [DDD.FeeForService@dhs.nj.gov](mailto:DDD.FeeForService@dhs.nj.gov)

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

### Housing: [DDD.HousingSubsidy@dhs.nj.gov](mailto:DDD.HousingSubsidy@dhs.nj.gov)

For new applications for Division subsidized rental assistance, changes in address or household members, rental assistance is now funded by another source, eviction or notices to quit / cease.

### ISP Retroactive Changes Helpdesk: [DDD.ISPRetroactivechanges@dhs.nj.gov](mailto:DDD.ISPRetroactivechanges@dhs.nj.gov)

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

### DDD-IT Requests:

JIRA tickets are used to report IT-related issues, such as, reports that iRecord login not working, changes to SC staff email, and phone numbers in iRecord. (Agency changes are sent to [DDD.ProviderHelpdesk@dhs.nj.gov](mailto:DDD.ProviderHelpdesk@dhs.nj.gov)). Requests that “retirement” be unchecked on the demographics page are sent to [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov) .

Issues regarding denied claims, missing Prior Authorizations, etc. must be first addressed with Gainwell provider services (Formerly DXC) by calling 1-800-776-6334 **prior** to submitting a JIRA ticket.

Do not create an additional Jira ticket for a status update of an already reported issue. Once a JIRA ticket has been submitted, the status of the ticket can be reviewed within the JIRA system by the requestor. Do not submit multiple tickets for the same issues as this will delay your response time also.

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

If Medicaid is terminating or lost, submit a **Medicaid Troubleshooting Form** immediately 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 is also contacted for transitions from MLTSS to SP+PDN, Individuals 21+ and enrolling in SP+PDN, to request Options Counseling and for NOEA inquiries; can also assist with Non-DAC issues/inquiries.

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

For questions about or requests for assistance with MLTSS referrals.

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

For submissions of NJCAT reassessment requests. With the request, include a copy of the completed NJCAT and indicate directly on the assessment where it is felt there is a discrepancy between the original response and the individual's current level of need. A copy should be uploaded to iRecord. Include the name, phone and email of the NJCAT respondent/informant and include any documentation that may support the request. This process can also be used in the event the individual does not agree with the results of a reassessment.

The informant must also be listed on Contacts tab in iRecord and checked off as Assessment Informant.

**PASRR Process:** [DDD.PASRR@dhs.nj.gov](mailto:DDD.PASRR@dhs.nj.gov)

For questions about the PASRR Process

**PPL-related Issues**

PPL-related issues should be submitted to PPL following PPL's reporting guidelines which can be found at: <https://www.publicpartnerships.com/media/qyuikpf0/cs-and-escalation-process.pdf>. We also recommend copying [DDD.FeeForService@dhs.nj.gov](mailto:DDD.FeeForService@dhs.nj.gov)

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

Can be used by Support Coordination Agencies to report learned or observed issues with Provider Agencies. Used to request changes to email and /or phone numbers at the agency level. (Any changes to SC staff email / phone numbers are done through a JIRA ticket.) Used for interested parties to find out how to be a DDD qualified provider.

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

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

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

For questions and inquiries regarding the status of service approvals. Requests for Early Retirement. Requests for continuation of Prevocational Training

**SCA Selection Form Help Desk:** [DDD.SCAChoice@dhs.nj.gov](mailto:DDD.SCAChoice@dhs.nj.gov)

For submitting SCA Change Forms, general questions or to report issues with SCA re-assignments.

# Referrals

All referral forms can be found on: <https://nj.gov/humanservices/ddd/providers/support/>. If you are unsure which referral is most appropriate, please complete and submit a Seeking Out Support (SOS) form.

## SOS (Seeking Out Support) Form

Used to advise the SCU of escalated and urgent situations, particularly when there is apparent risk to an individual that the Division should be aware of. Also used to request approval to place an ISP in Review to Inactive status; assistance with changing retirement status, and other case specific issues and questions. Upload the SOS Form to iRecord with separate email submitted to [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov). **NOTE:** Do not attach the form to your email.

## CCP Waiting List Request Form

Used to notify the Division of an eventual potential need for CCP enrollment by requesting addition to the Wait List. Addition to the waiting list is not a guarantee of CCP enrollment. Once reached on the waiting list, the individual will need to be determined by DDD to require an ICF/ID Level of Care (LOC). CCP Waiting List Request Forms are submitted to: [DDD.CCPWaitListRequests@dhs.nj.gov](mailto:DDD.CCPWaitListRequests@dhs.nj.gov)

## Community Transitions Unit (CTU)

When an individual is admitted into an institutional setting (nursing home, ICF/ID, etc.) for greater than 180 days, or a psychiatric hospital greater than 30 days, the SC must complete a SOS form, upload it to iRecord, and send an email to [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov) requesting to put ISP in review to inactive status due to the institutional setting. If a referral to DDD's CTU is warranted, we will direct to complete a Community Transitions Unit Case Transfer Form.

## DDD Resource Team

Provides support and education to staff and families; provides workshops and trainings. Requests for monthly notifications about training opportunities can be sent to: [DDD.ResourceTeam@dhs.nj.gov](mailto:DDD.ResourceTeam@dhs.nj.gov).

Submit completed referrals to [DDD.ResourceTeam@dhs.nj.gov](mailto:DDD.ResourceTeam@dhs.nj.gov) and upload a copy into I record.

- 1. Speech Pathology Referral-** For consultation on issues with choking, swallowing, frequent coughing while eating, aspiration, mealtime behavior, weight loss, tube feedings, problems with speech, communication, hearing or hearing aids. Instruction and training on proper diet texture preparation is available also for individuals with prescribed diets. *Currently, virtual observations and trainings are available due to Covid-19 restrictions.*
- 2. Referral for Consult by a Behaviorist-** For assistance to the behaviorist employed by the residential or day service, or a behaviorist providing supports in an own home setting. Helps with behavioral techniques and strategies, and can review or make suggestions regarding existing behavior support plans.
- 3. Available virtual trainings for provider staff, Support Coordinators, and administrative staff:**
  - 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 Infections (UTI), Pressure Sores).
- 4. For the Behavior Supports Series 1-5** There is a monthly schedule which includes:
  - Functions of Behavior; Understanding Functional Behavior Assessments and Behavior Support Plans
  - Data Collection and Interpretation; Understanding Pica from a Behavioral Perspective and Managing the Environment (optional)
  - Training Behavior Support Plans; Teaching Functional Equivalent Skills

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

Used when an individual on the Supports Program or their family/legal guardian requests emergency access to in-home Community Care Program (CCP) budget or residential placement. For emergency access to CCP, Individual must demonstrate an ongoing emergent need for the CCP service(s) and be determined by DDD to require an ICF/ID Level of Care (LOC). Upload the referral form to iRecord and email [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov). **NOTE:** Do not attach the form to your email. Non-emergent enrollment to CCP is done through the CCP Wait List.

### **Private Intermediate Care Facilities for Individuals with Intellectual and Developmental Disabilities - ICF/ID Facilities**

An individual with disabilities has the right to receive services in the least restrictive, most integrated community-based setting that supports their needs. Placement of any individual into an ICF/ID will only be considered by DDD when all other reasonable measures have been exhausted, which must include prior submission by the SC of an SOS Form for intervention and assessment by DDD.

If an individual or their guardian is requesting placement into a private ICF/ID, the SC must upload the ICF/ID Request Form to iRecord, and email [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov). **NOTE:** Do not attach the form to your email. The ICF/ID Request Form is not for use for admission into any of DDD's five Developmental Centers.

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

Used for **URGENT** requests for Division assistance in making residential referrals for individuals on the CCP who are at risk of imminent peril or homelessness or when a Provider Discharge Request has been approved by the Division. Upload the RTR Form to iRecord with separate email submitted to [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov). **NOTE:** Do not attach the form to your email.

Used for **non-urgent** requests when an Individual/Legal guardian is requesting to move to another residential provider due to preference or when an Individual on the CCP is requesting placement for the first time, but the request for placement is not urgent. In these instances, the SC uses the RTR form as a cover sheet for referral packages and reaches out to providers directly to inquire about residential vacancies. Residential referrals may not be made if the individual is not on the CCP or approved for the CCP.

For non-urgent requests, SCAs may request DDD assistance by requesting to have referral documents uploaded to DDD's File Transfer Program (FTPS). Upload the non-urgent RTR Form to iRecord with separate email submitted to [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov) for FTPS assistance. **NOTE:** Do not attach the form to your email.

## **Interim Voucher Submissions**

**Note:** SCA 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 Medicaid.

As a temporary measure due to COVID-19 precautions, the submission of SCA Vouchers will be accepted via email for Support Coordination services provided to individuals assigned in the Interim Program. After ensuring that the required ISP and/or Monthly Monitoring Tools (MMTs) are uploaded, please email completed Interim Voucher forms to: [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov)

If there is a loss in Medicaid coverage, and you are unable to submit claims to Medicaid, do not send vouchers to the SC Helpdesk. Please follow the Medicaid Troubleshooting process. [DDD.MediElighelpdesk@dhs.nj.gov](mailto:DDD.MediElighelpdesk@dhs.nj.gov) will provide instruction on whether you may submit a voucher to the DDD Medicaid Unit following the **Voucher Process When Medicaid Terminates** which can be found here:

<https://www.state.nj.us/humanservices/ddd/providers/providerinformation/>

## Office of Risk Management – Incident Reporting

Lauren Chodack Chief, Office of Risk Management 973-927-2642  
Katie Zappe Mortality Review, Danielle’s Law Incidents 609/808-2809

All incident reporting forms and instructions for UpDoc can be found here:

<https://www.nj.gov/humanservices/ddd/assets/documents/providers/incident-reporting-updoc-instructions.pdf>

Plainfield UIR UNIT [DDD-CRU.UIRS@dhs.nj.gov](mailto:DDD-CRU.UIRS@dhs.nj.gov)  
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.nj.gov](mailto:DDD-CRL.UIRS@dhs.nj.gov)  
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.nj.gov](mailto:DDD-SRO.UIRS@dhs.nj.gov)  
Counties Served: **Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem**  
Main Office #: 609-476-5080  
Supervisor of Unit: Tashay Tolbert Telephone: 609-476-5210

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

<u>COUNTIES</u>	<u>PHONE NUMBER</u>
Morris, Sussex, and Warren	973-927-2600 (Flanders)
Bergen, Hudson, and Passaic	973-977-4004 (Paterson)
Essex, Somerset, and Union	908-226-7800 (Plainfield)
Hunterdon, Mercer, Middlesex, Monmouth, and Ocean	609-292-1922 (Trenton)
Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem	609-476-5200 (Mays Landing)
<u>DDD Abuse/Neglect Hotline:</u> Supervisor of Unit: Jennifer Manning	800-832-9173 [Hotline Cube: 609-633-7816] Telephone 609-633-7536
Statewide Child Registry (SCR) Office of Ombudsman	877-NJ-ABUSE (877-652-2873) 877-582-6995 Fax: 609-943-3479

## Guardianship Liaisons

Janet Lindez ([Janet.Lindez@dhs.nj.gov](mailto:Janet.Lindez@dhs.nj.gov)) - Phone-973-977-4426

NR: Bergen, Passaic, Hudson, Morris, Sussex, Warren

Lori Antonucci- ([Lori.Antonucci@dhs.nj.gov](mailto:Lori.Antonucci@dhs.nj.gov)) Phone -908-226-7812

UCR: Essex, Union & Somerset Counties

SRO: Camden, Atlantic, Salem, Cape May, Gloucester, Cumberland and Burlington Counties

Maureen Sinacore ([Maureen.Sinacore@dhs.nj.gov](mailto:Maureen.Sinacore@dhs.nj.gov)) - Phone-609-292-1933

LCR: Mercer, Hunterdon, Middlesex, Monmouth, and Ocean Counties.

\*\*All referrals come through the guardianship liaison. The Liaisons are familiar with the required documents and track the guardianships that are in process. In the event that a Medical emergency arises, there are statutory provisions that permit DDD to provide consent in the absence of a guardian.

## 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-Ebony Sheared

(856) 339-6759

**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>

**DDD Support Coordination Page:** [www.nj.gov/humanservices/ddd/providers/support](http://www.nj.gov/humanservices/ddd/providers/support)

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

**Division Circulars:** [www.nj.gov/humanservices/ddd/providers/staterequirements/circulars](http://www.nj.gov/humanservices/ddd/providers/staterequirements/circulars)

**DDD Communications:** [DDD.Communications@dhs.nj.gov](mailto:DDD.Communications@dhs.nj.gov)