

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 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

Form is used to seek guidance, troubleshoot cases or to discuss situations when there is apparent risk to an individual that the Division should be aware of and/or to seek Division approval to place an ISP in Review to Inactive status. A **SOS Form** should be uploaded to I record with separate email submitted to DDD.SCHelpdesk@dhs.nj.gov. **NOTE: do not attach the form to your email.** Upon review of the form, the Division will assign a Monitor to provide instruction.

Intensive Case Management (ICM) Referral

An **ICM Referral** should be uploaded to I record with separate email submitted to DDD.SCHelpdesk@dhs.nj.gov 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)

For **URGENT** requests (with risk of imminent peril or homelessness), the RTR should be uploaded to I Record with a separate email submitted to DDD.SCHelpdesk@dhs.nj.gov 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.**

For non-urgent requests, 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). For non-urgent requests, SCAs may still request to have referral documents uploaded to DDD's File Transfer Program (FTPS). 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.nj.gov. Following the Division's review, notification of determination is provided to the provider and SCA which will prompt the agency's next steps.

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.nj.gov 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.

Private ICF/ID Facilities

A formal review process is established within the Division to review requests for admission into private ICF/ID facilities. As per the Centers for Medicare and Medicaid Services (CMS), individuals' needs should be met by providing reasonable accommodations in their communities and not by moving to a more restrictive setting. Additionally, the Office of Civil Rights investigates complaints alleging a violation of the ADA's "integration mandate, that individuals with disabilities receive services in the most integrated setting appropriate to their needs." This principle is central to the Supreme Court's Olmstead decision. As such, ICF/ID placements will only be considered when all reasonable and feasible measures have been exhausted (this includes prior submission of SOS Form for QAS intervention and assessment of current provider by PPMU). No person shall be moved into an ICF without the Division's explicit permission.

If an individual/guardian is requesting ICF/ID placement, an **ICF/ID Referral Form** should be uploaded to iRecord with a separate email to the DDD.SCHelpdesk@dhs.nj.gov. This form is NOT used for admission into any of the Division's five Developmental Centers. NOTE: **Do not attach the form to your email**. Upon review of the referral, the Division will determine if the request should move forward for consideration.

DDD Resource Team- provides support to staff and families, assists with implementation of doctor's orders, and provides workshops and trainings. Referral form and Power Point Overviews can be found on the [DDD website](#). If you would like to be added to monthly email notifications from the Resource Team about training opportunities, please send your request DDD.ResourceTeam@dhs.nj.gov.

1. **Speech Pathology Referral-** For consultation when there are 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. Recommendations should then be reviewed with service providers and added to ISP. 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).

Submit completed referrals to DDD.ResourceTeam@dhs.nj.gov and upload a copy into I record. Mailbox is new!

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

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 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

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) 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.**

CCP Waitlist Requests Helpdesk: 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> .

DDD COVID Helpdesk: DDD.COVID-19@dhs.nj.gov **New!**

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

Fee-For-Service Help Desk: 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.

ISP Retroactive Changes Helpdesk: 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 must be completed when reporting IT-related issues, i.e., iRecord login not working, changes to SC staff email, and phone numbers in iRecord. (Agency changes are sent to DDD.ProviderHelpdesk@dhs.nj.gov). Issues regarding denied claims, missing Prior Authorizations, etc. should 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. **Requests that “retirement” be unchecked on the demographics page must be sent to DDD.SCHelpdesk@dhs.nj.gov**

Medicaid Eligibility Help Desk: DDD.MediElighelpdesk@dhs.nj.gov

If Medicaid is terminating or lost, submit a **Medicaid Troubleshooting Form** to this helpdesk 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 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.nj.gov

For questions about or requests for assistance with MLTSS referrals.

NJCAT Reassessment Requests: DDD.DDPIAssessmentRequests@dhs.nj.gov (Requests is plural)

Requests for NJCAT reassessment should be submitted to DDD.DDPIAssessmentRequests@dhs.nj.gov 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. 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 and checked off as Assessment Informant.

PASRR Process: 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:

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

Provider Help Desk: 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.)

Provider Performance and Monitoring Unit Help Desk: 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

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.SCChoice@dhs.nj.gov

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

Interim Voucher Submissions

*****As a temporary measure due to COVID-19 precautions, the submission of Support Coordination Agency (SCA) Vouchers will be accepted via email for Support Coordination services provided to individuals assigned in the Interim Program.**

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

DDD.SCHelpdesk@dhs.nj.gov

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 Medicaid.

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

DDD.MediElighelpdesk@dhs.nj.gov will also provide instruction on whether you should submit a voucher to the DDD Medicaid Unit following the **Voucher Process When Medicaid Terminates** which can be found here:

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:

During Covid restrictions, email is the best form of communication.

SUPPORT COORDINATION – MONITORING

Unit Directors

Kate Honigfeld	Kate.Honigfeld@dhs.nj.gov	856.770.5117	(Reports to PJ)
Kathy Jones	Kathy.Jones@dhs.nj.gov	732-424-3311	(Reports to PJ)
Anne Lacey	Anne.Lacey@dhs.nj.gov	973.977.6162	(Reports to IF)
Robert Hudson	Robert.Hudson@dhs.nj.gov	973.523.7980	(Reports to IF)

Assistant Director

Penny Johnson	Penny.Johnson@dhs.nj.gov	732.308.7901
Irene Fenarjian	Irene.Fenarjian@dhs.nj.gov	973.977.2106

SUPPORT COORDINATION – QUALITY ASSURANCE

The assigned Quality Assurance Specialist to the Support Coordination Agency is the first point of contact for guidance, training, or technical assistance.

Assistant Director

Maureen McCarthy	Maureen.McCarthy@dhs.nj.gov	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	Cheryl.Betz@dhs.nj.gov	973.927.2662
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Director of Community Services Case Management and Support Coordination

Mariana Pietrunti	Mariana.Pietrunti@dhs.nj.gov	973.977.2115
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Office of Risk Management – Unusual 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:

https://www.nj.gov/humanservices/ddd/services/support_coordination.html

Plainfield UIR UNIT

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
 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
 Counties Served: **Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem**
 Main Office #: **609-476-5080**
 Acting Sup. of Unit: **Tashay Tolbert** Telephone: **609-476-5210**

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 DDD Abuse/Neglect Hotline: 1-800-832-9173 [Hotline Cube: 609-633-7816] Supervisor of Unit: Jennifer Manning Telephone 609-633-7536	609-476-5200 (Mays Landing)
<u>Statewide Child Registry (SCR) Telephone #: 877-NJ-ABUSE (877-652-2873)</u>	
<u>Office of Ombudsman Telephone #: 877-582-6995 Fax: 609-943-3479</u>	

Guardianship Liaisons

Janet Lindez (Janet.Lindez@dhs.nj.gov) - Phone-973-977-4426
 NR: Bergen, Passaic, Hudson, Morris, Sussex, Warren

Lori Antonucci- (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) - 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

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

DDD Support Coordination Page: 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

DDD Communications: DDD.Communications@dhs.nj.gov