




TO: CCO Executives
OPWDD Regional Office Directors

FROM: Abiba Kindo, Deputy Commissioner, Regional Offices 

SUBJECT: Individuals Required to go through the Front Door

DATE: November 10, 2020

Effective immediately, the following individuals are no longer required to go through OPWDD's Front Door process in order to access or request a change in OPWDD services:

- **Young adults transitioning from public schools:** if the individual is HCBS Waiver enrolled and seeking a change in their services, they may do so following the Service Amendment process. Please note, this change does not impact the interim service authorization guidance during the COVID crisis. These individuals may seek new or increases in services as needed even though they are no longer required to go through the Front Door.
- **Individuals who have had a break in waiver services for 1 year or more:** If the individual is HCBS Waiver enrolled and seeking a change in their services, they may do so by following the Service Amendment process. However, the Regional Office must first verify that the person remains OPWDD and Waiver Eligible and has a valid LCED before authorizing new or increases in services.
- **Eligible individuals, receiving care management, seeking non-waiver services (such as FSS, ISS or Clinic Services):** these individuals may access those services by contacting providers directly with the assistance of their Care Manager. These individuals are not required to go through the Front Door or submit a Service Amendment to access these services. Only a DDP1 to enroll in the provider's program is required.

The prior procedure required the following individuals go through the Front Door process in order to access or request a change in OPWDD services:

- OPWDD eligibility has not been established.
- An eligible person not receiving Service Coordination (SC) or Plan of Care Support Services (PCSS) and is now requesting SC or PCSS.
- An eligible person receiving Service Coordination or Plan of Care Support Services (PCSS) but not receiving other services and is now requesting a service.
- An eligible person not receiving any HCBS Waiver services and is now requesting HCBS services.
- Individuals who have had a break in waiver services for 1 year or more.
- Young adults transitioning from public or residential schools either into the OPWDD system for the first time or requesting a new HCBS waiver service as a result of transition.
- Individuals transitioning into the community from Developmental Centers (DCs) or other specialized settings.

The new procedure, effective immediately, requires only the following individuals go through the Front Door process in order to access or request a change in OPWDD services:

- New to OPWDD, eligibility has not been established.
- An OPWDD eligible individual who is requesting enrollment in IDD/HH Care Coordination or State Paid Care Management (SPCM) and has never been through the Front Door.
- An OPWDD eligible individual who is not currently HCBS Waiver enrolled and is now requesting HCBS Waiver enrollment and HCBS Waiver services.
- Individuals transitioning into the community from specialized Waiver-ineligible settings such as Developmental Centers, Nursing Homes, Prisons, Residential Schools or Intermediate Care Facilities.

This new policy supersedes prior issued Front Door Guidance and forms which will be updated to reflect this change.

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