



## **Aspire of WNY Referral Process for OPWDD Waiver Services**

Below is Aspire of WNY's process for intake of all applicable Office for People with Developmental Disabilities (OPWDD) Home and Community Based Services (HCBS) Waiver services. Please read this page carefully to understand the process and guidelines to help individuals, families, and Care Coordinators navigate the process.

**\*Please note that a Care Coordinator is required to make a referral for all of these services\***

To make a referral for all applicable HCBS Waiver services with Aspire of WNY, the individual being referred must:

- Be eligible and able to provide Notice of Decision or proof of eligibility with OPWDD
- If new to OPWDD services or transitioning from school to adult services, individual must have gone through the Front Door process, have a Care Coordinator, and be HCBS Waiver enrolled prior to referral

Please complete the application in its **ENTIRETY** (all fields are required for all services, omissions may cause delay in processing). The following list of documents (also outlined on the application) must be provided to Aspire's Central Intake Department before referrals can be transferred to program staff for review:

- **Aspire of WNY Referral Form for OPWDD Waiver Services**
- **Most Recent Life Plan**
- **HCBS Waiver Notice of Decision (NOD) OR Tabs Inquiry from CHOICES if NOD is not available**
- **Current Level of Care Eligibility Determination (LCED)**
- **Front Door Authorization Letter/Service Amendment Form (SAF) completed with DDRO authorization (not required for EMOD/VMOD referrals) OR Authorization to Hire for Self-Direction**
- **Behavior Support Plan (if applicable) for all sites that individual receives services (not required for Support Services referrals)**
- **Physical (current within 1 year) and list of all current medications (only required for all Day Services and Free-Standing Respite)**

Once all pieces are received and reviewed, the referral packet will be transferred for programmatic review. Please be advised, more documentation may be required by requested program(s) as part of the enrollment process.

Compiled packets with all of the required documents can be sent to Aspire of WNY by one of the following methods:

**Postal mail:**

*(Erie & Niagara County)*

Aspire of WNY- Central Intake

7 Community Dr.

Cheektowaga, NY 14225

*(Chautauqua & Cattaraugus County)*

Aspire of WNY-Central Intake

140 Mall Blvd.

Lakewood, NY 14750

**Fax (to the attention of Central Intake):**

*(Erie & Niagara County)*

(716) 831-1145

*(Chautauqua & Cattaraugus County)*

(716) 763-3574

**Email (MUST be sent in a HIPAA compliant manner):**

[intake@aspirewny.org](mailto:intake@aspirewny.org)

**\*Please note, all Microsoft Word documents, secure emails, or One Drive documents must be converted to PDF prior to emailing to Central Intake. Failure to do so may delay processing.**

### **Process for Requesting Additional Services from Aspire of WNY**

- Individuals already receiving one or more services from Aspire of WNY will be required to go through the intake process again when requesting additional services from Aspire under the following circumstances (please contact our Central Intake Department if you are unsure as to whether these circumstances apply):
  - Current service and new service(s) are provided by different divisions of Aspire
  - New service(s) require different authorization(s) than current service(s)
- When a Care Coordinator is submitting for additional services as outlined above within **ONE YEAR** of previous intake referral, the Care Coordinator will need to complete a new referral form and provide authorization for new service(s) but do not need to send the additional required documentation **UNLESS** there has been an update to these documents (i.e. a new Life Plan, new physical, etc.). Any referral after 12 months of previous referral will need to send all updated documentation.

### **Waiting Period**

Please be aware that whether due to the effects of COVID-19 or other non-related factors, some services may have a waiting period before services can be provided. Program staff are constantly reviewing referrals and making every effort to enroll individuals as quickly as possible.

\*Care Coordinators will be notified upon referral whether the requested service(s) is experiencing a waiting period.

**For questions regarding this process or to check on the status of a submitted referral packet, please contact the Agency Outreach & Central Intake Division at (716) 838-0047 (Option 1) or [intake@aspirewny.org](mailto:intake@aspirewny.org).**

## **Thank you for your interest in Aspire of WNY!**

To find out more about our services, please visit us online at [www.aspirewny.org](http://www.aspirewny.org) or on Facebook @AspireWNY