



## Central Intake Guidelines for OPWDD Waiver Services

Below is Aspire of WNY's Central Intake process for Office for People with Developmental Disabilities (OPWDD) Home and Community Based Services (HCBS) Waiver (see below for applicable services).

Please read these guidelines 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\***

*Aspire's Central Intake Department processes referrals Monday through Friday, and is closed on all major holidays. Intake referrals are processed on a daily rotation. Within 24 business hours of receipt of referral, the Intake Specialist processing referral will be in contact with the Care Coordinator who submitted the referral to confirm receipt of referral and request any missing pieces. \*After 48 business hours, if you have not received a response, please contact Central Intake ([intake@aspirewny.org](mailto:intake@aspirewny.org) or (716) 838-0047 Option 1) to confirm your referral was received\**

### Referral Process

The following services require a referral through Aspire of WNY's Central Intake process:

<p><b>Day Habilitation (site-based/certified)</b></p> <p><b>Day Habilitation (non-certified/Without Walls)</b></p> <p><b>Community Habilitation (all types)</b></p> <p><b>Respite (all types)</b></p> <p><b>Self-Directed Services</b></p>	<p><b>Community Prevocational Service (ADAPT)</b></p> <p><b>Pathways to Employment (MOVE)</b></p> <p><b>OPWDD Supported Employment</b></p> <p><b>Environmental/Vehicle Modifications &amp; Adaptive Technology</b></p>
--	--

**\*\*All requests for Residential Placement must be submitted by an individual's Care Coordinator to the OPWDD Certified Residential Opportunities (CRO) team. Aspire of WNY cannot consider anyone for residential placement without approval from OPWDD CRO team nor will tours be provided of Aspire residences unless authorized by the OPWDD CRO team. Any questions regarding the CRO process should be emailed to [wny.vacancy.management.group@opwdd.ny.gov](mailto:wny.vacancy.management.group@opwdd.ny.gov).**

**\*\*All ACCES-VR funded services follow a different process. Any questions regarding referrals to ACCES-VR should be sent to [intake@aspirewny.org](mailto:intake@aspirewny.org).**

### Qualifications for all applicable HCBS Waiver services with Aspire of WNY

- Individual 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, prior to submitting referral, individual must:
  - Have gone through the OPWDD Front Door process and obtained necessary authorization(s)
  - Have a Care Coordinator
  - ***Individual must be HCBS Waiver enrolled prior to referral***
    - ***Care Coordinators are encouraged to contact OPWDD to confirm individual's enrollment is active- if individual has not had active service in 1+ year, individual may need to apply again- referrals WILL be delayed if individual's Waiver status is not active***

**Application & Required Documents** (Please complete the Intake Application in its **ENTIRETY** (all fields are required for all services, omissions may cause delay in processing).

**\*We strongly encourage entire referral packet be sent together for tracking purposes. Referrals will not be processed nor will individuals be placed on waiting lists until complete packet is received\***

The following list of documents (also outlined on the application) must be provided to Aspire's Central Intake Department before referrals can be transferred for programmatic review:

Aspire of WNY Intake Application 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 (entire letter)/Entire Service Amendment Form (SAF) completed by the Care Coordinator, with DDRO authorization OR for Self-Direction Authorization to Hire (not required for EMOD/VMOD referrals)
- Behavior Support Plan(s) (if applicable) for all sites that individual receives services (not required for EMOD referrals)
- Physical (current within 1 year) and list of all current medications (required for ALL Day Services and Free-Standing Respite)

*(Please be advised, more documentation may be requested by program(s) as part of the enrollment process.)*

\*Once all required documents above are received and reviewed, the referral packet will be transferred for programmatic review. At this point in the Intake Process, Care Coordinators will be notified that referral is being transferred and will be provided a program staff contact for status updates after this point\*

## Submission Directions

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

- **Email (MUST be sent in a HIPAA compliant manner):** [intake@aspirewny.org](mailto:intake@aspirewny.org)
  - Please note, all Microsoft Word documents, secure emails containing authorization or other information, or One Drive documents should be converted to PDF prior to emailing to Central Intake. Failure to do so may delay processing.
- **Postal mail: (Please contact Central Intake to confirm receipt after 5 business days)**

<i>(Erie &amp; Niagara County)</i>	<i>(Chautauqua &amp; Cattaraugus County)</i>
Aspire of WNY- Central Intake	Aspire of WNY-Central Intake
7 Community Dr.	140 Mall Blvd.
Cheektowaga, NY 14225	Lakewood, NY 14750
- **Fax (to the attention of Central Intake): (Please contact Central Intake to confirm receipt after 5 business days)**

<i>(Erie &amp; Niagara County)</i>	<i>(Chautauqua &amp; Cattaraugus County)</i>
(716) 831-1145	(716) 763-3574

For all 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).

## 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 Central Intake process again when requesting additional services from Aspire under the following circumstances (please contact our Central Intake Department if you 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.

## 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