



Central Intake Guidelines for OPWDD Waiver Services

Below is Aspire of WNY's *updated* Central Intake procedure 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 of WNY'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 will contact 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 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:

- **Day Habilitation (Site-Based/Certified)**
- **Day Habilitation (Without Walls/Non-Certified)**
- **Community Habilitation (All types)**
- **Respite (All types)**
- **Self-Directed Services**
- **Vocational Services**

**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 of WNY residences unless authorized by the OPWDD CRO team. Any questions regarding the CRO process should be emailed to Region1.CRO@opwdd.ny.gov.

Qualifications for all applicable HCBS Waiver Services with Aspire of WNY

- Individuals must be eligible and able to provide Notice of Decision (NOD01)

- 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
 - 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- referrals WILL be delayed if individual's Waiver status is not active*

Application Submission & Required Documents

Aspire of WNY's Intake Application can now be found on our website as an online form <https://www.aspirewny.org/services/central-intake/>. **We encourage all Care Coordinators to use this form, as prior versions of this application will not be accepted and Care Coordinators/Care Managers will be directed to complete the online form.**

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

Care Coordinators are highly encouraged to send all required documents together to avoid delays in service enrollment. However, the following documents ARE REQUIRED to be provided to Aspire of WNY's Central Intake Department before referrals can be transferred for programmatic review. Referrals will not be processed, nor will individuals be placed on waiting lists, until these portions of the packet are received:

- Aspire of WNY Intake Application for OPWDD Waiver Services (using the online form)
- Most recent Life Plan
- OPWDD Notice of Decision- Authorization of OPWDD Services (NOD09) **OR** Front Door Service Authorization
- Staff name and contact information (for Agency-Supported Self-Directed services)

If it is determined through programmatic review that the individual can be served by the requested service(s), the following documents will then be required. Individuals seeking services will not be able to be enrolled into services until all these pieces are received by the Central Intake Department:

- HCBS Waiver Notice of Decision (NOD01)
- Current Level of Care Eligibility Determination (LCED)
- Behavior Support Plan (if applicable) for all sites where the individual receives services
- Physical exam (current within 1 year) and list of all current medications (**only required for all Day Habilitation programs- both certified and non-certified**)
- Self-Direction Budget (for anyone currently receiving Self-Direction with an active budget)

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

Submission Directions

Once the application has been submitted using this online form, other required documents should be sent to Aspire of WNY (as outlined above) by email at intake@aspirewny.org. These must be sent through a secure email server (please contact your agency's IT department for assistance)

- Please note, only PDF documents will be accepted. All documents must be converted to PDF before emailing to Aspire of WNY's Central Intake team. Failure to do so may delay processing.

If you are unable to send these documents via email 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.

Once the application and additional documentation is received, the referral packet will be transferred for programmatic review. During this review, the requested program(s) will determine whether the individual can be served immediately, served in the future and added to the program's waitlist or cannot be served. The Care Coordinator/Care Manager submitting the referral and the individual/family will be notified of the individual's status for each service identified.

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 of WNY 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 of WNY
 - 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 begin with new application and send all updated documentation.

Service and Navigation Support

Need Help or Have Questions?

If you have questions about this document or would like to talk with someone from our team, please feel free to contact us at intake@aspirewny.org. If you would like support exploring your rights and options, you can also contact the Independent Ombudsman Program.

Ombuds staff are available to listen and help you. This program is independent from OPWDD and is run by the Community Service Society of New York.

To contact the Ombuds Program:

Call the free and confidential helpline: **800-762-9290** | Monday – Friday 9 AM – 5PM

Learn more: iddony.org



Thank you for your interest in Aspire of WNY!

To find out more about our services, please visit www.aspirewny.org or follow us on Facebook @AspireWNY.