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“Quick Reference Guide” for DDSN Eligibility Intake Service Providers

This “Quick Reference Guide” supplements DDSN’s “Intake Standards” (see link:

[http://www.ddsn.sc.gov/about/directives-standards/Documents/currentstandards/Intake%20Standards%20\(102717\).pdf](http://www.ddsn.sc.gov/about/directives-standards/Documents/currentstandards/Intake%20Standards%20(102717).pdf).

This guide is designed as an instructional and refresher tool to assist the working level Intake Service Provider in the basic procedural steps of the eligibility intake process workflow for Intellectual and Related Disability, Head and Spinal Cord Injury, or Early Intervention (High Risk/At-Risk Child).

1. The DDSN Eligibility Division creates an intake “Referral” form in Therap for an applicant after the initial centralized phone screening at DDSN. DDSN notifies an Intake Service Provider (ISP) through Therap of being specifically selected by the applicant or it has risen to the top of an applicant’s three ranked ISPs preferred choice list. The DDSN notice is received by the ISP in its worklist within its Therap Referral Module, which includes two attachments: general information sheet for applicant and DDSN guidelines to assist in records collection.
2. The following are the sequential steps to complete intake “Referral” followed by a link to a training module using Therap screenshots:
 - a. ISP “accepts” referral, which automatically triggers notification to DDSN [the ISP has two business days to accept or DDSN moves on to the applicant’s next preferred ISP];
 - b. DDSN “selects” the ISP (confirmation of ISP acceptance), which automatically triggers notification to ISP;
 - c. ISP “admits individual,” which automatically triggers notification to DDSN;
 - d. DDSN “closes” referral, which triggers DDSN to create an “Eligibility” form in Therap and ISP receives notification in its worklist of the Eligibility form initiation within its Therap Eligibility Module; and
 - e. Therap “Referral” form training link:
https://www.therapservices.net/resources/southcarolina/How_to_Accept_or_Deny_Intake_Referrals_new.pdf
3. The following are the sequential steps to complete intake “Eligibility” followed by a link to a training module using Therap screenshots:
 - a. ISP opens “Eligibility” form and clicks “edit” to attach the collected documents in the appropriate place on the form’s checklist; selects “update” after each session of

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DISTRICT II

Coastal Center - Phone: 843/873-5750
Pee Dee Center - Phone: 843/664-2600
Saleeby Center - Phone: 843/332-4104

uploading documents; and has opportunity to provide narrative comments but not required;

- b. Standard administrative forms required: "Service Agreement Form" and a "Permission to Evaluate."
- c. After last record uploaded and "update" selected, ISP goes back into the form and selects "submit for review," which notifies DDSN the ISP work product is finished and ready for review.
- d. If additional documentation or applicant testing is required, DDSN will return the eligibility form to the ISP with reason for return stated. This will show up as a worklist item in Therap. Once the ISP submits a complete and accurate record set for eligibility determination, the ISP will be paid \$175.
- e. If the ISP cannot locate/contact an applicant or if an applicant self-selects him/herself out of the intake process, the ISP will attach an "Intake Termination Form" [form located in R2D2 > Business Tools > Forms > Intake] to the Eligibility form and submit for review. The ISP will receive a \$25 payment for effort rendered.
- f. Below are the type of records by disability category to be collected by the ISP to meet DDSN's needs to make an eligibility determination:

Intellectual Disability: Documentation of development prior to age 22, such as school records; evaluations; IEPs; special education classification; IQ tests; adaptive tests; and anecdotal information from family.

Related Disability (related to an Intellectual Disability), such as Cerebral Palsy or Down Syndrome: Document from medical records of specific condition with an onset prior to age 22 and measures of adaptive behavior.

Head and Spinal Cord Injury (HASCI): Documentation of injury; medical records pertinent to the injury; medical history; consultations related to the injury; medical tests such as CTs, MRIs, EEGs; PT/OT/ST evaluations; and discharge summary.

Similar Disability: similar to a traumatic brain injury or spinal cord injury

High Risk Infant/At Risk Child: Documentation of CBA/IFSP (current within six (6) months); if CBA does not show significant delays, additional information showing developmental delays from OT/PT/ST records (current within six (6) months), school evaluations, IEPs, and genetic information, if applicable. Submission of an "Attestation Statement" is required.

- g. ISP eligibility deadlines: 1) contact applicant within five (5) business days of receiving case; 2) document file within five (5) days of each contact and title entry as "Intake;" and 3) if DDSN-ED requests testing, schedule testing within 10 business days.
- h. DDSN's current policy is to offer MTCM and state case management (applicant not Medicaid eligible) after DDSN's eligibility determination, primarily due to a historical pattern of applicant confusion caused by ISPs and MTCM providing concurrent and often overlapping/redundant services prior to the eligibility determination. Nevertheless, should an ISP identify on-going assistance is needed by the applicant to

gain access to needed medical, social, educational and other services, the ISP can/should refer the applicant for MTCM, if Medicaid eligible, or to DDSN if Medicaid ineligible (point of contact is Debra Mann; send request through Therap S-Comm. Referrals for MTCM are made using the DHHS/Phoenix portal (https://phoenix.scdhhs.gov/initial_electronic_referrals/new).

- i. Therap “Eligibility” form training link:
<https://support.therapservices.net/documentation/multi-providers/for-oversight-agency-users/modules-specific-oversight-agency-user/eligibility/eligibility-linked-providers/submitted-eligibility-form-review-intake-provider/>.
4. DDSN will record and approve eligibility determination in Therap. ISP can be immediately notified through Therap if notification alert setup with instructions set forth in below link:
<https://support.therapservices.net/documentation/common-modules/notifications/configure-notifications/>.
5. DDSN will notify applicant of eligibility determination via letter sent within five (5) days after the eligibility decision. The letter will provide procedures for the applicant to request a case manager, which will require the applicant to choose three (3) preferred case management providers in rank order.
6. If the applicant has a case manager on record in Therap, the case manager will also be notified through Therap. The case manager and the ISP should be sensitive to their electronic notifications will proceed by as much as a week the applicant’s notification through a certified letter with the disability determination sent to applicant’s residence.
7. DDSN will send a satisfaction/feedback email survey, via Survey Monkey, to all applicants (family Point of Contact). These results, along with data measuring times to complete intake and eligibility determinations, will be provided quarterly to both the Commission and ISPs.
8. For all Early Intervention applicants or applicants requesting another eligibility determination after having already been through the eligibility process (i.e., category change, time limited eligibility), case manager contacts Jennifer Kester through Therap S-Comm to request an eligibility form for the case manager. Jennifer Kester will create an Eligibility form and notify the case manager through Therap. The case manager will then follow instructions starting at step “3a” above.
9. The DDSN intake (Intellectual and Related Disability, Head and Spinal Cord Injury, or Early Intervention) process point of contact for all assistance requests is Jennifer Kester, who can be reached through her Therap S-Comm. Her phone number is (803) 935-6625. If Jennifer is unable to immediately respond and your issue/question requires immediate attention, please call DDSN’s Eligibility Division Intake Center at 800-289-7012 between 8:30am – 5:00pm, Monday through Friday, which has sufficient operators to take your call without leaving a voicemail.