

Phone Call Guidelines

MR/DD Waiver Program

(November 2001)

The State MR/DD Waiver Office is implementing the *Phone Call Guidelines* with the intent of becoming more accessible, efficient, and responsive to all stakeholders.

Application Packets

1. All questions concerning application packets **must** be handled by Frances McElrath **or** Paul Warder.

2. **Protocol for phone calls from waiver contact persons and parents concerning status of waiver packets**

The following statement must be used for all calls regarding applications which have not exceeded the 45 day eligibility determination period. "The packet was received on (date), you should receive an eligibility determination within 45 days of that date. Please contact your service coordination agency, if you have not received anything after 45 days."

For confidentiality purposes, request applicants social security number from callers who are stating they are the legal representative. We can only release information to legal representatives. For applicants who do not have a legal representative, information can be released only to the applicant or the service coordination agency. This includes parents (who are not the legal representative) making inquiries concerning their adult child, unless there is a release of information issued by the participant.

3. **Protocol for phone calls from service coordinators or other providers who are not the service coordination agency contact person**

Refer them to the contact person for the service coordination agency. Remind the caller that all calls to the State MR/DD Waiver office must come through the agency contact person.

4. **Individuals or family members requesting an *Application Packet* to apply for the program**

Ask for their name and address and mail them one. DO **NOT** refer them to their local behavioral health center.

Phone Call Guidelines

5. Agency contact person(s) can fax a list of applicants they have questions about to the attention of Frances McElrath and Paul Warder. This will increase efficiency and effectiveness in responding to questions.

General Waiver Questions

1. See the attached *Technical Assistance Contact List Chart* for the State MR/DD Waiver Program staff.
2. **Protocol for phone calls from service coordinators**
Ask if they have asked their waiver contact person for assistance. If they have not, refer them to their contact person. Remind them that all calls to the State MR/DD Waiver office must come through their agency contact person.
3. **Protocol for phone calls from parents**
Ask them if they have received any assistance from their service coordinator or waiver contact person on the matter for which they are calling. If they say NO or they say they were told to call the State, document this for follow-up with the agency. Ask the person calling if they have spoken with anyone else in the State MR/DD Waiver office on the issue. If they say yes, ask who the person was and transfer them to that person for assistance.

Assist them with the issue. Politely remind them that the service coordinator and/or the agency contact person is responsible for providing technical assistance and they should not accept unresponsiveness or referrals from their service coordination agency to contact other offices.

Sometimes it is most appropriate to ask the parent calling what the issue is and then contact the responsible agency and request that they contact the parent immediately. **Example:** A parent calls and states her service coordinator has not made h/her monthly home visit. It may be most appropriate to tell the caller that you will be contacting the agency. Call the agency contact person, discuss the issue with them and request the contact person or the service coordinator call the parent immediately. You may request a copy of the contact note to be fax to you when the call has been completed.

**MR/DD WAIVER PROGRAM
TECHNICAL ASSISTANCE CONTACT LIST**

Person	Technical Assistance
Frances McElrath (304) 558-3628 www.fmcelrath@wvdhhr.org	<ul style="list-style-type: none"> • Status of Application Packets • Requests for Manuals, Application Information Packets, Brochures, etc. • Re-Certifications (DD-2A's)
Cecilia Brown (304) 558-8991 www.cbrown@wvdhhr.org	<ul style="list-style-type: none"> • Administrative Issues • Systemic Issues • Waiver Office Personnel Issues
Paul Warder (304) 558-3742 www.pwarder@wvdhhr.org	<ul style="list-style-type: none"> • Status of Application Packets • Policy and Procedure Questions • Special Requests
Tina Maher (304) 558-3813 www.tmaher@wvdhhr.org	<ul style="list-style-type: none"> • Policy and Procedure Questions • Special Projects • Quality Assurance Questions
Kristie Byrd (304) 558-5571 www.kbyrd@wvdhhr.org	<ul style="list-style-type: none"> • Review Questions • Service Coordination/QMRP Questions • Documentation Questions
Sara Birkhead (304) 558-6249 www.sbirckhead@wvdhhr.org	<ul style="list-style-type: none"> • Review Questions • Nursing Questions • Behavioral/Psychiatric/Medical Issues
Jim Plitt (304) 558-1709 www.jplitt@wvdhhr.org	<ul style="list-style-type: none"> • Provider Enrollment Process
Frank Kirkland (304) 558-3296 www.fkirkland@wvdhhr.org	<ul style="list-style-type: none"> • CON Summary Review Process • Supported Employment and DRS Issues
Consultec, Inc. (800) 433-3019 (304) 345-0079 or 345-0101 (fax)	<ul style="list-style-type: none"> • Billing Questions

FAX NUMBERS:

State MR/DD Waiver Office: (304) 558-1008
 Bureau for Medical Services: (304) 558-4398

MAIN NUMBERS:

Division of Developmental Disabilities: (304) 558-0672

State MR/DD Waiver Office: (304) 558-3628

Bureau for Medical Services: (304) 558-1700