


DDA Request for Service Change



Individuals and families have important rights if you are receiving at least one on-going service funded by the Developmental Disabilities Administration (DDA) or one of the DDA Medicaid waivers for home and community-based services (i.e. Community Pathways or New Directions). Nearly all DDA-funded day and self employment programs, as well as, CSLA and residential supports are funded through the Medicaid Waiver program. According to Medicaid law, if you or your family member receives at least one waiver covered service (such as a day program or supported employment), you have the right to access the full range of waiver service that you need to lead a safe and dignified life in the community based on an assessed need.

The DDA has recently trained Resource Coordinators and service providers about the law and the process for individuals to ‘*request a change in service.*’ If you are already enrolled in one of the DDA's Medicaid waiver programs and believe you or your family member needs additional or different waiver services, contact your Resource Coordinator and request a team meeting to update your Individual Plan and complete the “[Request for Service Change](#)” form. You may request a team meeting at any time and you do not have to wait until the annual plan date. **If you are in a crisis situation, contact your Resource Coordinator or service provider as soon as possible and request immediate assistance.**

You, with the assistance of your Resource Coordinator and other team members, will need to be prepared to demonstrate the need, such as medical or behavioral assessments, professional reports, risk assessments, sleep chart, frequency of need or behavior, etc. You do NOT need to be in a crisis to be eligible for the full range of Medicaid services as long as you can demonstrate you have unmet needs. The same process exists for people who are not receiving waiver services; however, they do not have the entitlement rights to the services they need and funding is limited by the state appropriations and budget.

Your Rights and Responsibility

- You have the right to request a change (i.e. increase, decrease, addition or deletion) in services at any time.
- You have the right to apply for or request a change in intensity of service or support, or apply for additional services.
- You have the right to request a less intensive form of that service.
- You have the right to access the full range of *waiver service* that you need based on an assessed need.
- You have the right to request a team meeting to update your Individual Plan (IP) at any time.
- You have the right to request a team meeting at any time and you do not have to wait until the annual plan date.
- You have the right to request additional time to gather documentation to support a need.
- You have a right to receive a written response to your request for additional services.
- You have a right to appeal any denials for request for additional services.

Steps You Can Take

If you or a family member is currently receiving on-going services funded by the DDA and are in need of additional services:



1. If you have a Resource Coordinator, contact them to discuss your needs, request a team meeting to update your Individual Plan, and complete the “Request of Service Change.” Your Resource Coordinator is key to facilitating the formal request.
2. If you are receiving ongoing DDA-funded service(s) and are unsure as to whether you have a Resource Coordinator, contact your service provider and ask for their assistance. Service providers and Resource Coordinators work closely together and therefore, they can provide you with the name and phone number of your Resource Coordinator if applicable.
3. If you do not have a Resource Coordinator, you can submit the “Request for Service Change” yourself or ask someone to help you like a family member, friend, advocate, or other person.
4. Gather all documentation you have that may be relevant to the need for additional services (such as medical and behavioral assessments, sleep patterns, caregiver health needs that may prevent the ability to provide safe support, etc.) and share with your team.
5. You or your Resource Coordinator need to submit your written request to the DDA Regional Office within 20 business days of your meeting or sooner. If you need more time to gather professional assessments, you may ask the DDA Regional Office to extend the time.
6. The DDA Regional Office will make a decision within 45 days or sooner of receipt of the “Request for Service Change.”
7. You will receive a written response to your request. You may receive an approval of services, denial of services, a request for additional information, or a combination of these based on the number of requests you submitted. All denials will include information about your right to appeal the decision and how to request an appeal.

These steps apply if you are not receiving a waiver-funded service; however you may be denied the service due to lack of available state funding.

For more information please contact any of the following:

- Your Resource Coordinator – web link to agencies www.ddamaryland.org/coordinators.htm
- Your DDA Regional Office – web link www.ddamaryland.org/contactus.htm
- MDLC – 1-800233-7201 or web link www.mdclaw.org
- The Arc of Maryland – 1-888-272-3449 or web link www.thearcmd.org

The above information is also available on DDA’s website by clicking onto: www.ddamaryland.org

If you are in a crisis situation and need services immediately contact your Resource Coordinator or service provider today and request immediate assistance.