

STC Intake Process

Please note: The intake process will take differing amounts of time based on individual circumstances.

STEP 1: INITIAL CONTACT W/ CARE COORDINATION ORGANIZATION (CCO)

- Admin Assistant connects with referring party and obtains basic information about potential member.
 - Sends family introductory packet with releases and information to complete and return.

STEP 2: CONVERSATION W/ ASSIGNED STC INTAKE COORDINATOR

- STC Intake Coordinator calls referring party/family:
 - Assess circumstances and where family is in the process of eligibility.
 - Assess Medicaid status and complete/refer out for Medicaid application as appropriate.
- Discuss next steps and answer any questions.

STEP 3: OBTAIN SIGNED PACKET (RELEASES) BACK FROM FAMILY

STEP 4: OBTAIN SUPPORTING DOCUMENTS FOR ELIGIBILITY

- STC reaches out to providers to obtain records on behalf of the family (medical records, psychiatric reports, school records, etc.)

STEP 5: SUBMIT FOR OPWDD ELIGIBILITY REVIEW

Note: Eligibility department has 30 business days from submission to respond.

- **DEEMED ELIGIBLE:** STC Intake Coordinator discusses CCO enrollment with family.
 - STC Intake Coordinator discusses with family and **proceeds to Step 6.**
- **DEEMED INELIGIBLE:**
 - STC Intake Coordinator discusses options (including appeal or fair hearing) with family.
- **ADDITIONAL DOCUMENTS/NEW ASSESSMENTS REQUESTED:**
 - STC Intake Coordinator discusses next steps and obtaining additional documents/assessments with family. Once obtained these are submitted back to OPWDD for continued eligibility review until 'eligible' or 'ineligible' determination is made.

SOUTHERNTIERCONNECT

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All steps below occur only for individuals found to be OPWDD Eligible.

STEP 6: CCO INTAKE MEETING/APPLY FOR MEDICAID

- Review and complete Intake Packet.
- Re-assess circumstances and Medicaid eligibility and complete application/transition of Medicaid to local Department of Social Services (DSS) office from Health Exchange as needed.
 - **Parental Deeming Case (Parents over income limits for Medicaid eligibility)**
 - STC Intake Staff obtains letter from OPWDD explaining that child is OPWDD eligible and therefore parents income is to be waived when reviewing Medicaid application.



STEP 7: SEND MEDICAID APPLICATION TO LOCAL DSS OFFICE



STEP 8: DEPT. OF HEALTH (DOH) DISABILITY REVIEW

- NYS DOH will send family a packet with releases and questionnaire to complete an independent disability review.
- Family must complete and send back to DOH as soon as possible.



STEP 9: MEDICAID APPROVAL RECEIVED



STEP 10: CCO ENROLLMENT OCCURS FIRST DAY OF FOLLOWING MONTH