



BDDS Procedure

PROCEDURE

Procedure #	Title	Effective Date
2023-001-BDDS	Applicant/Legal Representative Submission	4/18/2023

PURPOSE

The purpose of the Gateway Applicant/Legal Representative Application Submission Standard Operating Procedure (SOP) is to describe the process for applicants/legal representatives to submit an application to the Bureau of Developmental Disability Services (BDDS) for services and supports.

SCOPE

Applicants/legal representatives applying for BDDS services and supports, as well as any stakeholders who may be assisting them with the process. Application submission can be accomplished online, through the BDDS Gateway system with or without assistance from a BDDS District Office staff member, or by completing and submitting the current paper application form to the BDDS office via mail, fax, or in person.

PREREQUISITES

- Internet access
- Brower recommendations include:
 - Microsoft Edge, Google Chrome, Firefox, or Safari
 - Microsoft Internet Explorer is no longer supported and will not function correctly.

REFERENCES

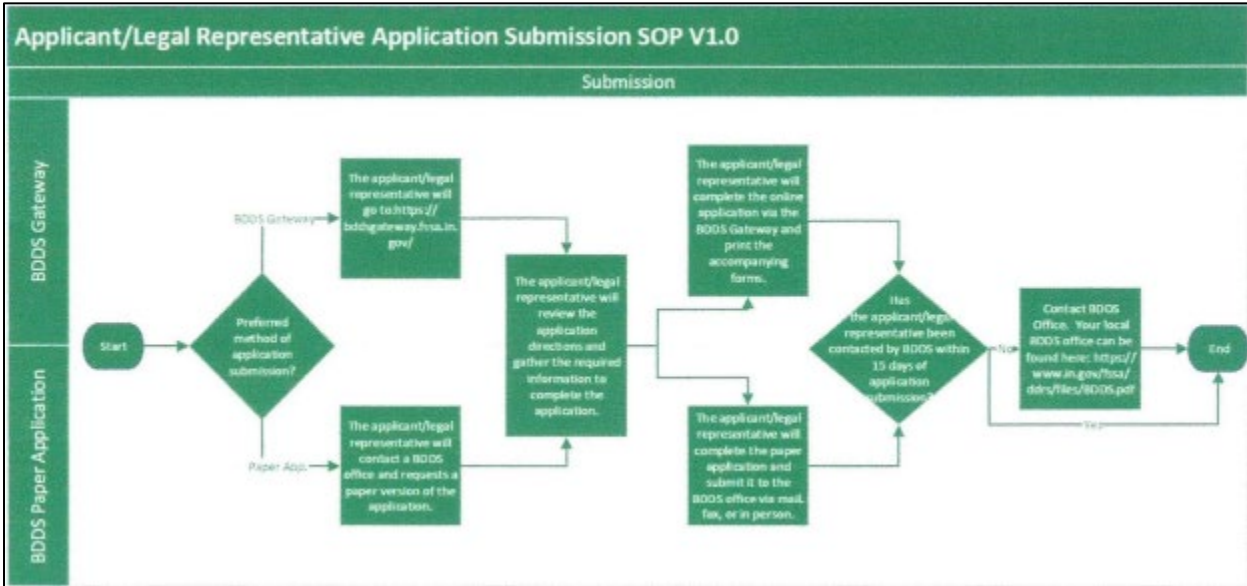
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PROCEDURE

Step	Procedure
1	<p>The applicant/legal representative will determine their preferred method for application submission. They will have the ability and option to go directly to the BDDS Gateway, bddsgateway.fssa.in.gov, to enter their online application.</p> <p>The applicant/legal representative will can also locate and download the application paper form from the State website, https://www.in.gov/fssa/ddrs/information-for-individuals-and-families/forms/. When using this method, the applicant/legal representative will submit the application to the BDDS office via mail, fax or in person.</p> <p>Another option is for the applicant/legal representative to contact their local BDDS office and request a paper version of the application form to apply for BDDS services and supports. The paper application will be distributed via the applicant/legal representative's preference, the most convenient method for them. When using this method, the applicant/legal representative will submit the application to the BDDS office via mail, fax or in person.</p> <p>If the applicant/legal representative needs assistance completing a BDDS application for services and supports, the BDDS local office staff will schedule an in-person meeting with them. When facilitating the in-person assistance option, BDDS staff will work with the applicant/legal representative to enter the application using the BDDS Gateway online application process.</p>
2	<p>The applicant/legal representative will review the BDDS application instructions (either online or via instructions sent from the BDDS office) and gather the needed information to complete the application.</p>
3	<p>If the online method was selected, the applicant/legal representative will complete the online application via the BDDS Gateway and print the accompanying forms, including Confirmation of Diagnosis. Once online submission is complete, the applicant/legal representative will receive a confirmation message.</p> <p>If the paper application was downloaded or requested from the BDDS office, then the applicant/legal representative will complete and submit the application to the BDDS office via by mail, fax, or in person.</p>
4	<p>If the applicant/legal representative has not heard from BDDS within 15 days, they can contact the local BDDS district office to confirm that the application was received and request a status update.</p>

4a	<p>In the event the CMO rejects the referral, BDDS staff will need to address the reason for the rejection. This could include uploading correct documents, obtaining new CMO choice list from the individual or legal representative, or addressing Medicaid issues.</p> <p>Once any concerns have been addressed, BDDS district staff will begin the process of using the Refer to CMO – Change Waiver action again, but instead of the Referral Type of “Not Referred”, the individual’s record will have a Referral Type of “Rejected.”</p>
5	<p>The CMO will need to complete the intake case notes and activities, as well as create and build an initial PCISP for the new Waiver Type. Once the Initial PCISP becomes Authorized-Active, the individual’s existing active waiver will be Terminated. Then the new (changed) waiver will become the individual’s active waiver.</p>

PROCESS FLOW



DEFINITIONS

Term	Definition
Standard Operating Procedure (SOP)	A set of step-by-step instructions compiled by an organization to help workers carry out complex routine operations. SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with regulations.

Bureau of Developmental Disabilities (BDDS)	Bureau for the State of Indiana that provides services for individuals with developmental disabilities that enable them to live as independently as possible in their communities.
BDDS District Staff	BDDS employee responsible for performing various job functions related to planning, coordination, processing, and oversight of services for persons with intellectual or developmental disabilities.
Applicant	A person who is seeking services and supports offered by BDDS.
Legal Representative	A person who has been legally designated to help make decisions on behalf of the applicant.
BDDS Gateway	The online system for applicants/legal representatives to apply electronically for BDDS services and supports.

REVISION HISTORY

Version	Date	Author(s)	Change Summary
0.01	4/7/2023	Steve Lefevers	Minor sentence structure and grammar changes.
0.02	4/11/2023	Steve Lefevers & Chris Ruddell	Quick review to confirm information is still relevant.
0.03	4/17/2023	Geeta DeVellen	Review
0.04	4/19/2023	Steve Lefevers	Review, no adjustments made.