Frequently Asked Questions

BDDS Gateway

Individuals/Families

Contents

BDDS mission: "*To connect people with disabilities and their families to resources and supports to live their best life.*"

ONLINE APPLICATION

- How much will the application cost me to submit?
    - *BDDS does not charge a fee to submit an application.*

- Will there be BDDS fact sheets/checklists or other related information available for individuals and families to access?
    - *The BDDS webpage currently houses a number of fact sheets on our services, including a checklist of what to expect when submitting an application for the Family Support waiver. The BDDS Gateway will contain links to these resources as well as resources to guide you through using the online application.*

- Will there be directions to explain how to fill out the application?
    - *When you access the online application there will be instructions as well as information on what will be required to submit the application online. In addition, a pre-recorded video walkthrough of submitting an application will also be available for reference.*

- How do I describe my disability?
    - *This section of the application is to give BDDS a very basic idea of how the disability affects a person's life. This can include areas of life such as communication, mobility, learning, self-direction, independent living skills, and self-care. During your intake interview, you and your service coordinator will discuss this in more detail.*

- What happens if I don't have a social security number available at the time of application?
    - *A social security number or an individual tax identification number is required to submit an application in the BDDS Gateway. If a social security number or ITIN is not available, the applicant will need to obtain the social security number or ITIN to complete the online application or contact the local BDDS office ([BDDS District Offices](#)).*

- Can the application be submitted without a social security number and call back in later with the number?
    - *A social security number or an individual tax identification number iis required to submit an application in the BDDS Gateway. If a social security number or ITIN is not available, the applicant will need to obtain the social security number or ITIN to complete the online application.*

- Will partial applications be allowed to be submitted? Is it all or nothing approach?
    - *The online application is not able to be saved and returned to later. There are parts of the application that are required to be completed before the application*

can be submitted. The list of required information is included with the instructions at the start of the application.

- I am currently homeless and staying with friends. Can I still apply?
  - *Yes. The application will ask where you live and you can choose 'Homeless' in the list of options.*

- Can I have someone, like my doctor or teacher, fill out an application for me?
  - *You may have someone help you with the application but the individual and/or their legal guardian must submit an electronic signature at the end of the application. If you need assistance with filling out the application your local BDDS office (BDDS District Offices) is available to assist.*

- Will individuals/families receive notification via email when entire application is complete?
  - *Once submitted, a message confirming successful submission of the application will be displayed. Individuals/families will have the opportunity to print their application at that time and are encouraged to do so for their records. At this time, an email will not be sent to the individual/family after successful submission of the application. If you are unsure if your application was successfully submitted, you may contact your local BDDS District office to confirm (BDDS District Offices).*

- After I submit my application, am I able to make updates to the application?
  - *If you need to update any information in the application, you should contact your local BDDS District office (BDDS District Offices).*

- How do I receive help with using the BDDS Gateway system?
  - *Additional assistance may be obtained by contacting the local BDDS District office (BDDS District Offices).*

- How do I find out the status of my application?
  - *The BDDS District office will be able to provide a status of an application. A representative from the BDDS District office will be in contact within 15 days of application submission.*

- What should I do if I have not heard from the BDDS District office after 15 days?
  - *If you have not received contact from BDDS after 15 days, please contact the BDDS District Office (BDDS District Offices).*

- How do I know my SSN and HIPAA information is being protected?

- o *The BDDS Gateway is HIPAA compliant which includes encryption of SSN. The system is required to meet the security requirements outlined by the Indiana Office of Technology.*

- Will I receive a copy of my application?
  - o *You will have the ability to print the application upon successful submission and are advised to do so.*

- Will this new convenient online portal also include the application for Vocational Rehabilitation employment services as well as the waiver and other services?
  - o *The BDDS Gateway will only include the application for BDDS services which includes BDDS waivers and supervised group living.*

DOCUMENTS
- Will I have the ability to upload any documents?
  - o *The BDDS Gateway will not allow documentation to be uploaded during the initial release in early 2021.*

- How do I get the other necessary documentation to BDDS?
  - o *You will be contacted within 15 days of submission. At that time, we will inform you of any additional documentation needed to complete your application and the best way to submit that information.*

- How can I obtain a Confirmation of Diagnosis form?
  - o *The Confirmation of Diagnosis form can be obtained from the DDRS website (https://www.in.gov/fssa/ddrs/information-for-consumers/forms/) You will be contacted within 15 days of submission of application and at that time the BDDS District staff will inform you on the steps to submitting the completed form to BDDS.*

- Will there be a way for families to see what the time frame of applications currently being targeted is (i.e. something that says January 2020 applications are currently being targeted)?
  - o *The BDDS Gateway is an additional avenue to submit an application for BDDS services and will not contain any information related to the waitlist or targeting.*

TRAINING/RESOURCES
- Will there be an FAQ section in the BDDS Gateway for individuals and families to access?
  - o *The BDDS Gateway will contain links to resource documents.*

- Are there any training videos that highlight the features of the BDDS Gateway system?

- *A pre-recorded video walkthrough of submitting an application will be available for reference.*